

ROADSIDE ASSISTANCE

Phone 0800 734 543

Introducing the AA Roadservice mobile app

Murphy's Law says your car will break down when and where you least expect it – so be prepared by downloading the free AA Roadservice mobile app.

As a Roadside assistance member you can request help at any time and from anywhere in NZ[^] from your mobile using the AA Roadservice mobile app. The AA Roadservice mobile app is complementary to other ways of contacting us when roadside assistance is needed.

With the free AA Roadservice mobile app you'll be able to:

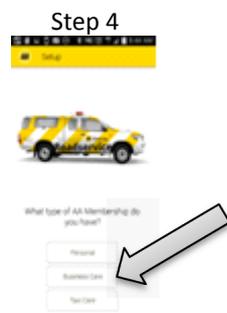
- Enter your Membership details now: set up the app when you install it so you're ready to request AA Roadservice when you need it
- Request a callout in three short steps: confirm your contact information and number plate, tell us what's wrong with your vehicle and confirm
- Use the GPS capability of your device* to automatically send us your breakdown location - useful especially when you're in unfamiliar territory
- Get status updates on your callout while it's in progress - and send updates back to us if you have them
- Check nearby vehicle-related services, such as garages and battery stockists
- Use the handy emergency torch function that uses your camera's flash if you're stuck in the dark
- When you request a callout through the app, all standard Membership requirements apply.

[^] Mobile reception required. AA Roadservice is provided through the North Island, South Island, Stewart Island and Waiheke Island.

* In the event that GPS coverage is lost the app will advise you to call us.

Downloading and Installing the AA Roadservice mobile app

1. Browse to the New Zealand AA website <http://www.aa.co.nz> and locate the AA Roadservice mobile app page or alternately use the following link as a shortcut <http://www.aa.co.nz/membership/roadservice-breakdown-assistance/aa-roadservice-mobile-app/>
2. Select your phone type from the options available (iPhone, Android, Windows 8) and continue to download from your app store
3. Once installed, open the app and you will be presented with the setup screen, select setup, then
4. Select the option “**Business Care**”, then
5. Enter your details including your vehicle registration number, then select continue
6. Setup is now complete



Technical Specifications

iPhone

The app is designed to be used with iPhone. It requires iOS 6.0+. Although the app works with iPad users may prefer to request breakdown assistance on the web.

Windows Phone 8

The Windows Phone app requires Windows Phone 8 and above.

Android

Requires Android 2.3 and above.

This app uses your mobile data. Costs vary by network provider however as the app uses only small amounts of data, these costs will be minimal.

FAQ

Q - Why does the app show an expiry date of next month?

A - Your Aon Roadside assistance membership automatically renews every month on the day your policy was effective from.

Q - Why does the app show the name "VERO – AON STYLECOVER"?

A - This is the name of the membership scheme for your Aon Roadside assistance.

Q - Why do I get an error saying my details do not match?

A - If you are a new customer your Aon Roadside assistance membership will become effective on your policy effective date, however Aon Roadside assistance data will take up-to 24 hours to appear on the AA Roadservice mobile app. Should you not be successful after 24 hours of your policy effective date please call the Aon Roadside assistance team on **0800 734 543**.

