



## AVIS BREAKDOWN SERVICE CONTACT UPDATE MARCH 2022

Dear valued customers

As of 14 March 2022, we will be wholly outsourcing our 24/7 breakdown services to Autoswift Recovery Pte Ltd. As a result, please take note we will be changing our 24/7 breakdown services hotline to **6844-3611**. When calling, please indicate that you are an Avis customer.

Our current breakdown services number – **9487-1051** will only attend to servicing enquiries and will only revert during our office hours (**Monday to Friday 9am to 5pm**)

These changes are made as part of our strategic plans to better streamline our breakdown processes and provide better customer service to all Customers. Thank you for your continued support and we seek your kind understanding on this change.

Please refer to Annex A on chargeable and non-chargeable services related to break down.

### Annex A

#### Chargeable services

- Battery flat due to parasitic drain.
- Repeated tyre patching done within the same week (more than 1 time).
- Tyre damage due to driver negligence.
- Accidentally leaving your headlights on
- Accidentally leaving car doors slightly ajar.
- Accidentally leaving car boot slightly ajar.
- Accidentally locked keys in the Vehicle.
- Customer no-show upon breakdown dispatch.
- Cancellation fee will apply if breakdown activation call is cancelled after 10 minutes.
- Loss of keys
- Empty fuel tank.
- Site Cost of attending breakdown scene may apply.

#### Non-chargeable services

- Anything that is related to maintenance or manufacturing fault, charge will be borne by Avis.

**Hirer will be liable for breakdown fee on any circumstances that do not constitute a Vehicle breakdown.**