



GLOBAL ASSISTANCE SERVICES

Call +420 266 799 787

Assistance services available in the Slovak Republic and across Europe include the **technical assistance** services (mobile repair shop and car repair on the spot of the breakdown, fuel delivery, tyre repair, vehicle unlocking, etc.).

Towing service – towing the vehicle into a repair shop, arrival of the tow truck **on average within 30 minutes.**

Assistance services are obligatorily provided with all new and automatically renewed **Gold Cards** and **Business Silver Cards**. The client receives a Global Assistance card together with the payment card (included in the flyer).

Assistance programme for the clients of Komerční banka, a.s., a subsidiary of a foreign bank
- Premium Cards

Service	Discount
In the Slovak Republic and Europe	
24/7 dispatcher coordinated service with interpreting for emergencies abroad	Free of charge
Arrival of an assistance service vehicle with a mechanic on the site of breakdown or accident and its departure	Free of charge
Services of the road mechanic	Free of charge for up to 60 minutes of work
Towing of the disabled vehicle to a repair shop or another place indicated by the client	Free of charge within 50 km
Disabled vehicle storage	Free of charge for up to 3 days
Replacement vehicle	Arranged free of charge (rental fee is paid by the client)

During your call to the assistance service the operator will ask for **personal data** in order to **identify the card holder and his entitlement to service.**

The following details should be provided:

- **name and surname**
- **date of birth**
- **card type**

For the service to be provided the card holder does not need to be the owner of the vehicle.

It is sufficient if the card holder is a passenger in the vehicle in question.

Assistance is provided in the following events:

- accident
- emergency due to client's fault (e.g. lack of fuel, filling up with wrong fuel, etc.)
- vehicle breakdowns
- vandalism