



Emergency Roadside Assistance

As an NBAD credit cardholder, you are automatically entitled to free emergency Roadside Assistance services. These are provided by International Motoring Club (IMC).

The Benefits of this Membership are:

- **Emergency Roadside Assistance:**
Available free of charge to NBAD credit cardholders 24 hours a day, 7 days a week throughout UAE and includes:
 - **Vehicle Towing Service (within city limits)**
If there is a breakdown or accident, IMC will tow the vehicle to the nearest garage.
 - **Battery Boost Service**
Where the vehicle's battery is dead for whatever reason, IMC will jump start the vehicle to enable you to carry on with your journey, or will tow the vehicle to the nearest garage.
 - **Flat Tyre Service**
IMC will change the flat tyre with a spare tyre. If no spare tyre is available, IMC will tow the vehicle to the nearest garage.
 - **Lock Out Service**
If keys are locked inside the vehicle, IMC will make attempts to gain access to the key to enable you to carry on with your journey.
 - **Emergency Fuel Delivery Service**
In case of emergency fuel shortage, IMC will deliver emergency fuel direct to you, and you need only pay the cost of the fuel.
 - **Car Registration Service:**
Vehicle registration renewal service will be provided to members, one complimentary service per year applicable to one car per member. The reservation must be done with IMC 48 hours prior to registration. In order to avail the vehicle registration renewal service, the member must provide the documents and information required by the traffic department. The customer is also responsible for the settlement of all traffic fines and other traffic department charges. IMC will collect the vehicle key and documents from the member from a single location as mutually agreed. The vehicles will be collected only from the city in which they are registered and the renewal service is applicable for a single attempt only (within the particular city). In the case of failure in passing the car on inspection, the car will be returned with the comments from the inspection office. However the customer can avail the services at a nominal fee of AED 150.00 per additional runs or will be treated as an additional service. The vehicle registration renewal service does not apply to export, sale or transfer of vehicles nor does it apply to any commercial vehicles or motor cycles.

To use any of the above services, please call IMC Call Center toll free 800 4101

Terms and Conditions:

- This service is valid subject to the cardholder maintaining a valid NBAD credit card account.
- Membership covers only one vehicle per cardholder.
- Any changes in the details of the above vehicle must be notified to the IMC Call Centre immediately.
- IMC is responsible for the cardholder's vehicle during the time it is in their custody only.
- Emergency Roadside Assistance services exclude provision of new and/or replacement batteries, tyres, spareparts.
- Emergency Fuel Delivery Service excludes the cost of the petrol.
- Every customer who request the service must provide their credit card number to the Toll Free Service Number 8004101 for qualifying purpose, and IMC - the service provider - will verify their credit card number with an AED 1.00 transaction on the POS machine (prior to providing the service). However, this amount will not reflect in the card statement which means it will not be charged.