



## Alphabet Assistance

In case of a roadside breakdown or damage to your vehicle preventing you from continuing your journey, in Belgium and most European countries, simply contact the Alphabet road assistance helpdesk 24/7 at phone number +32 (0) 78 15 05 35.



### What type of assistance can you expect?

We offer assistance if your car stranded as a result of breakdown, an accident, fire, theft or vandalism, preventing the continued use of the vehicle.

### Assistance in Belgium

If the covered vehicle is left immobilised by the roadside or at your home, Alphabet Assistance sends out a technician who will repair your vehicle on-site, if possible. If an on-site repair proves to be impossible, Alphabet Assistance will arrange to have your car towed away. In that case, Alphabet Assistance will provide you with a replacement car, immediately after the vehicle was immobilised. The courtesy car is made available to you free of charge for the duration of the repairs and for a maximum of 5 consecutive days.

### Assistance abroad

If the vehicle is left immobilised by the roadside or at the place where you are staying abroad, as a result of an accident or a mechanical defect, Alphabet Assistance organises and pays for a technician. He will try to repair the vehicle on-site or arrange for a towing service to come and tow away the covered vehicle to the nearest franchise garage.

Worth remembering: along the motorways IN France, you are required to use the emergency roadside telephones. Only then can you get Alphabet Assistance involved.

In consideration of the duration of the repair and depending on whether the driver is travelling out to his destination, at the place of destination or on the way home, Alphabet Assistance will provide the most appropriate solution (repatriation, courtesy car, payment of hotel expenses, replacement driver, etc.).

The above description of the covers is an extract from the general terms and conditions. These constitute a limited rendition of the general terms and conditions. For further information, please log on to [www.alphabet.be](http://www.alphabet.be) -> Driver -> Diensten (Services). Service is guaranteed by the Koninklijke Belgische Touring Club vzw (RPR Brussel 0403.471.597), with registered office at Wetstraat 44 in 1040 Brussels, Belgium.

**Alphabet Assistance 078/15 05 35**  
**All-round road assistance**  
**24/7**

