



REGION II RECIPROCITY BOOKLET FOR CLUB MEMBERS

FIA REGION II ASIA & PACIFIC

A comprehensive listing of reciprocal roadside assistance services and access points for Fédération Internationale de l'Automobile (FIA) members travelling in the Asia and Pacific Region.



AUSTRALIA: RAA SOUTH AUSTRALIA



SOUTH AUSTRALIA (RAA OF SA INC.)

Financial members of affiliated automobile clubs of the FIA (*Fédération Internationale de l'Automobile*) or the AIT (*Alliance Internationale de Tourisme*) who travel in South Australia can access the services available to all RAA members. To access these services or receive benefits, the member must present their current, valid home club membership card (which usually bears the FIA or AIT logo).

Overseas reciprocal service entitles the overseas Club member with access to selected RAA member benefits and services including:

- *Show Your Card & Save* discounts at More For Members partners, saving money on selected retail purchases
- Access to Domestic and International travel services through RAA Shops.*
- Access to RAA member travel experiences and pricing (where applicable) through RAA Shops.*
- RAA member pricing when shopping for maps, guides and accessories in any RAA Shop
- Free technical motoring advice, by calling RAA's Technical Advisory Service on (08) 8202 4689 or via e-mail at techadvisory@raa.com.au. Service is available Monday to Friday from 8.30am – 5.00pm and 9.00am – Noon on Saturdays. This service is only available in English. magazine on request through the RAA Shop network (*subject to availability*).
- * ***International Travel Consultants are located at selected RAA Shops.***
- Free basic legal motoring advice, by calling the RAA Legal Advisory Service on (08) 8202 4570, or via e-mail at legaladvisory@raa.com.au. Service is available Monday to Friday from 8.30am – 5.00pm, and is only available in English
- RAA Members' magazine *samotor*, available online via www.raa.com.au/samotor or as a hard copy Breakdown service



Access to reciprocal roadside assistance is restricted to overseas Club members holding a valid Road Service product from their home Club, and limited to the provision of RAA's standard (basic) Road Service offering which currently* includes:

- 24/7 access to roadside assistance.
- Free attendance by an RAA Patrol or Road Service contractor within Metropolitan Adelaide or within 32kms of a regional Road Service contractor's depot, to assess and diagnose the unexpected mechanical or electrical breakdown of the vehicle.

- Free towing of 8 kms within Metropolitan Adelaide and up to 32kms back to a Road Service contractor's depot, should RAA be unable to safely mobilise the vehicle within a reasonable time.
- Provision of emergency fuel at the Member's expense.
- Other assistance to resolve the breakdown may be offered at the Member's expense.

* Standard Road Service benefits are periodically reviewed. Up-to-date details are available from www.raa.com.au/road-service.



For all emergency breakdown service calls, the overseas member should call 13 1111 from anywhere in South Australia.

Australian clubs have 7.5 million members and a population of 23 million over 7.592 million kms.



AUSTRALIA: RACV

THE ROYAL AUTOMOBILE CLUB OF VICTORIA

Service to reciprocal members across Victoria. Basic roadside services provided to Club members by calling 13 11 11.

Partner Programs: RACV Resort 25% Discount available to reciprocal club members for accommodation at RACV Resorts including Cobram, Inverloch, Cape Schanck, Torquay, Goldfields, Noosa, Royal Pines and Hobart. Visit www.racv.com.au for more information.

Holiday Advice by calling within Australia on 13 13 24 or by visiting www.racv.com.au



AUSTRALIA: RACT

THE ROYAL AUTOMOBILE CLUB OF TASMANIA

See the RACT website for a range of travel services or for calls within Australia 1300 368 111 or visit www.ract.com.au

AUSTRALIA: RACQ



THE ROYAL AUTOMOBILE CLUB OF QUEENSLAND

See RACQ website for a range of travel services or for calls within Australia 1 300 096 166, RACQ travel branches offer cruise packages, coach tours and car hire. Visit www.racq.com.au for information.

AUSTRALIA: RACWA

THE ROYAL AUTOMOBILE CLUB OF WESTERN AUSTRALIA

RAC offers free basic roadside assistance to active members of other FIA member clubs as well as touring and travel maps as the same cost to their members. *Show Your Card & Save* also provides up to 20% discounts to a number of entertainment and travel suppliers.



AUSTRALIA: NRMA

NATIONAL ROADS AND MOTORISTS' ASSOCIATION



Members of automobile clubs of FIA Region II (Overseas Members) are eligible for reciprocal benefits from NRMA as per the list below.

Roadside Assistance is available in New South Wales and the Australian Capital Territory for NRMA's basic roadside services offering. Overseas Members must present their valid home club membership card (*which usually bears the FIA or AIT logo*). Call 13 11 22.

Thrifty Car Rental: 15% discount on Thrifty Car Rental is available to Overseas Club members for car rental in Australia.

Visit www.thrifty.com.au/member benefits for more information and to book.

NRMA Holiday Parks: 10% discount* for accommodation at the NRMA Holiday Parks of:

- Treasure Island (Gold Coast),
- Darlington Beach (near Coffs Harbour),
- Ocean Beach (Umina),
- Merimbula Beach (Merimbula).

To receive the discount Overseas Members must present their valid home club membership card at time of check-in. Visit www.nrmaholidayparks.com.au for more information and to book.

**Terms and conditions on the website.*

AUSTRALIA: AANT NORTHERN TERRITORY



NORTHERN TERRITORY (AANT)

Financial members of affiliated automobile clubs of the FIA (*Fédération Internationale de l'Automobile*) or the AIT (*Alliance Internationale de Tourisme*) who travel in the Northern Territory can access services available to most AANT members. To access these services or receive benefits, the member must present their current, valid home club membership card (*which usually bears the FIA or AIT logo*).

Overseas reciprocal service entitles the overseas Club member with access to selected AANT member benefits and services including:

- *Show Your Card & Save* discounts, saving money on selected retail purchases
- Access to AANT member travel experiences and pricing (where applicable) through the AANT Shop.*
- AANT member pricing when shopping for maps, guides and accessories in any AANT Shop
- Free technical motoring advice, by calling AANT's Technical Advisory Service on 1300 661 466. Service is available Monday to Friday from

8.30am – 5.00pm and 9.00am – Noon on Saturdays. This service is only available in English.

- AANT Members' magazine *ntmotor*, available online via www.AANT.com.au/ or as a hard copy.

Breakdown service access to reciprocal roadside assistance is restricted to overseas Club members holding a valid Road Service product from their home Club, and limited to the provision of AANT's standard (basic) Road Service offering which currently* includes:-

- 24/7 access to roadside assistance.
- Free attendance by an AANT Patrol or Road Service contractor within Metropolitan Adelaide or within 32kms of a regional Road Service contractor's depot, to assess and diagnose the unexpected mechanical or electrical breakdown of the vehicle.



- Free towing of 8 kms within Metropolitan Adelaide and up to 32kms back to a Road Service contractor's depot, should AANT be unable to safely mobilise the vehicle within a reasonable time.
- Provision of emergency fuel at the Member's expense.
- Other assistance to resolve the breakdown may be offered at the Member's expense.

* *Standard Road Service benefits are periodically reviewed. Up-to-date details are available from www.AANT.com.au*



AA BANGLADESH

AUTOMOBILE ASSOCIATION OF BANGLADESH

For more information visit www.aabangladesh.com



For all emergency breakdown service calls, the overseas member should call **13 1111** from anywhere in the Northern Territory.

AA CEYLON



AUTOMOBILE ASSOCIATION OF CEYLON

AA Ceylon offers reciprocal roadside assistance, holiday bungalows, touring information and issue of Recognition Permit to drive in Sri Lanka. Visitors to Sri Lanka, who are current members of the FIA Club are entitled to reciprocal benefits. They should visit the AAC website: www.aaceylon.lk or contact telephone No.9411 7555557.

They are also advised to produce their current membership cards to the AAC headquarters at Galle Face, Colombo, on working days and obtain a letter of introduction to receive the services.

A) BREAKDOWN SERVICE

Emergency 24x7 roadside assistance, free of charge.

B) RESERVATION FOR HOLIDAY BUNGALOWS

Holiday Bungalows are available at Weerawilla (Southern Province);

Kandy (Central Province); Kalpitiya (North Western Province);

Anuradhapura (North Central Province) and Trincomalee (Eastern Province)

RATES - visit website

C) TOURING INFORMATION

24 hours numerous road information

Sri Lanka Road Map available @ SLRs.200/-

D) DRIVING LICENCE

Obtain Recognition Permit from AA Headquarters on working days on production of your International Driving Permit to drive in Sri Lanka.

E) OTHERS

- > Towing services
- > assistance from AA Aid-Point garages
- > technical services advice
- > AA T-shirts and badges.

HONG KONG AUTOMOBILE ASSOCIATION



Services are provided to members of clubs belonging to FIA upon presentation of their current, valid home club membership card.

This is the courtesy services only for travelers only;

- **Emergency Rescue Service (ERS)** – service available 24/7, 365 days a year. FREE towing service ONE time only (excluding Lantau island, outlying islands, and restricted areas). Remote areas are subject to a service charge, and availability of rescue cars.
- Other services ONE time only include change of flat tire, change of battery and fuel delivery (consuming items will be charged accordingly) (bridge fee, tunnel fee, car park charges and tunnels tolls at the member's expense).

Car care services at a charge: basic lubrication service, car storage, vehicle emission testing and tyre selling.

Competitive Insurance Service
Motor, Travel, Golf and Personal

Accident etc. with very favourable rates.

One-stop Auto Transport Service
professional service includes registration, licencing, government inspection and documentation of imported cars.

Show Room Enjoy special discounts from the showroom. Souvenirs with best rates.

Touring service Road and leisure maps and regional and accomodation guides are available.

Office Magazine "Driven" As a must-read lifestyle magazine for all, "Driven" updates you on the Association activities, Hong Kong lifestyle trends and fashion, as well as the latest transport issues and many other articles of general motoring interest.

Legal advice will provide general legal advice on traffic regulations and the license demerit points system.

Professional Pre-owned Car Inspection Service (with a detailed report).



For emergency breakdown service, members should call **(852) 3583-3628** for detailed service, or contact via email general@hkaa.com.hk or visit our website at www.hkaa.com.hk

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IKATAN MOTOR INDONESIA

For more information visit www.imi.co.id.



FEDERATION OF INDIAN AUTOMOBILE ASSOCIATION

Indian Merchant's Chamber Bldg. 76 Veer Nariman Road
- Churchgate, Mumbai
Tel: +91 22 2204 1085 or Fax: +91 22 2204 1382

JAPAN AUTOMOBILE ASSOCIATION



The members of the affiliated automobile clubs of the FIA (*Fédération Internationale de l'Automobile*) or the AIT (*Alliance Internationale de Tourisme*) who travel in Japan can be provided the same services as JAF members upon the presentation of their home clubs' valid membership card under the FIA reciprocal agreement. Our services are available up to a year from the date they entered Japan. To obtain our services, club members must present their current club membership card which usually bears the FIA or AIT logo. This is the courtesy services only for travelers; residents in Japan are requested to join JAF as a new member to receive our services.

FOR HELP, ADVICE AND INFORMATION

Touring services: Touring information, route recommendation and roadmaps (up to three maps) provided only in Japanese, free of charge.

Road information: Provided only in Japanese, free of charge. Call JAF branch offices.

Technical service: Advice free of charge, only in Japanese.

Legal service: Advice free of charge, only in Japanese.

Travel activities –

Travel agency: Not available. Services of contracted outside travel agencies provided.

BREAKDOWN AND TOWING SERVICE

Towing service: If a car or a motorcycle cannot be repaired on the spot, free towing service to the nearest garage is also available up to 15 km, but JPY 720 per every one km is payable if it exceeds this allowance.

OTHER SERVICES

Sales: Road maps, atlases, guide books at each branch offices at 10% discount for members of any FIA/AIT affiliated club.



Road assistance vehicles are on call 24-hours a day throughout the country for passenger cars and motorcycles. Assistance on expressways at commercial basis, any service calls based on FIA/AIT Reciprocity/Hospitality must be made at JAF. Otherwise service fee will be charged.



JAF PARTNER FACILITIES / SHOW YOUR CARD & SAVE DISCOUNT PROGRAM

If foreign members would like to receive the discount at the contracted hotels and rental car agencies other than the partner facilities of *Show Your Card & Save* program, they may require a temporary JAF membership card issued by JAF counters across Japan (for free). Contact JAF branch offices.

For detailed information and the services available, please visit our Japanese website.

JAF is one of the affiliated clubs of the world-wide *Show Your Card & Save* network. Find discounts and benefits.

JAF is one of the affiliated clubs of the world-wide Show Your Card & Save network.

AUTOMOBILE ASSOCIATION OF MALAYSIA



BREAKDOWN SERVICE

**Call AAM toll free number
1300 226 226**

AAM may either advise members on the contact number of the relevant AAM branch office nearest to the breakdown site or despatch a recovery crew.

Provide your name, membership number, contact number, vehicle registration number, vehicle type, location and nature of breakdown.



FREE BREAKDOWN SERVICE

Roadside assistance and towing services rendered by AAM within the Free Breakdown Zones (FBZ) are limited to major towns. These include Klang Valley, Penang, Johor Bahru, Ipoh, Seremban, Malacca, Kuantan, Kuala Terengganu, Alor Setar, Kuching and Kota Bharu. Other areas are chargeable. Please see the AAM website at www.aam.org.my/.

OTHER SERVICES

- Baby seats rental
- Key lock service – will be charged accordingly
- Transfer and cancellation of car ownership services
- Road tax and driving license
- Car care courses
- Battery sales and delivery service
- Travel – air ticketing (domestic and international). Interesting tour and incentive tour packages, special rates for hotels and car rental – please refer Touring Information

The AAM can give assistance and advice on touring. A small fee is payable for maps supplies.

Foreign tourist should go to AAM Travel office: AAM Travel Planners Sdn. Bhd. G 25 Block 4, No. 7 Persiaran Sukan Laman Seri Business Park, Section 13 40100 Shah Alam, Selangor

Tel: +603 5510 4700
email travel@aam.org.my,
Open 9-5pm Monday-Friday 9-1pm
Saturday.

NEW ZEALAND AUTOMOBILE ASSOCIATION



Visitors to New Zealand who are members of FIA clubs or of AAA are entitled to Standard AA Membership for 6 months free of charge. They should visit an AA Centre or telephone 0800 500 444 to register as soon as possible after arrival in New Zealand.

See also aa.co.nz/travel/visitors-to-new-zealand/

FUEL DISCOUNTS

Pick up a free AA Smartfuel card from BP, Caltex or an AA Centres to earn fuel savings from participating BP and Caltex service stations.

For more information visit aa.co.nz/aasmartfuel

RESERVATIONS

aatraveller.co.nz is an online travel agency for members wishing to make reservations for accommodation, inter-island ferries and car hire. These can also be booked at AA Centres nationwide.



For all emergency breakdown service calls, members should call the following emergency telephone number: **0800 500 222** with landline phone (toll free) or ***222** with mobile phone which operates 24 hours a day in both the North and South Islands.

The breakdown service is available to all visiting members presenting their current overseas club membership card.

In all main urban areas the service is provided by AA service officers daily between the hours of 0700 hours and 2300 hours; at other times, and in rural locations, service is given by contract garages.

Assistance by AA service officers or contract garages called out by the AA is free but spare parts and repairs carried out by the garage will have to be paid for.



Towing to the nearest place of safety or repair is free unless the tow is more than 10km within an urban location, in which case a top up fee may apply.

The AA also offers technical advice and vehicle inspection.

TRAVEL DISCOUNTS

Visiting FIA members can receive discounts via the Show Your Card and Save programme, including rental car, campervan and ferry discounts.

Visit showyourcardandsave.co.nz.

TOURING INFORMATION

Numerous road and leisure maps and regional and accommodation guides are available from AA Centres. Motorists can also request detailed itineraries between main centres.

aamaps.co.nz has an online mapping system which offers maps, directions and live traffic information.

LEGAL ADVICE

The AA offers legal advice and assistance to motorists who receive a traffic infringement notice. The AA can also give advice following an accident.

ASSISTANCE WITH CUSTOMS FORMALITIES

The AA can give advice on formalities for foreign motorists arriving with a vehicle in New Zealand but information provided by the NZAA enables the importer to carry out all the formalities. Importers who prefer to have practical assistance have to contact a customs agent.

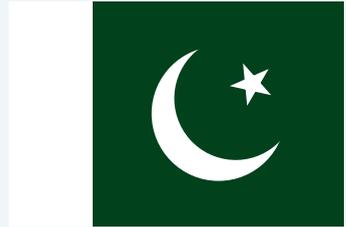
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OTHER SERVICES

The AA has an insurance service dealing with car and other vehicle insurance, buildings and contents Insurance.

AUTOMOBILE ASSOCIATION OF PAKISTAN

155 Chinab Block, near Moon Market,
Allama, Iqbal Town, Lahore



AUTOMOBILE ASSOCIATION OF SINGAPORE



There is a 24-hour Emergency Recovery Service which is available free of charge to members of the AA of Singapore or to visiting members of foreign clubs affiliated to the FIA. The telephone number of the Emergency Recovery Service is **+65 6748 9911**.

BREAKDOWN SERVICE

Service mechanics only provide restart service. If roadside repair is not possible, then towing will be arranged to bring the vehicle to a workshop of the member's choice or to any AAS

approved workshop. The cost of towing on expressways is free, but otherwise must be paid for.

It should be noted that towing of vehicles due to accidents is not considered a normal case of vehicle breakdown and must be paid for, since the cost can be recovered from the insurance companies subsequently.

RESERVATIONS

A full range of travel services is available to members, including hotel reservation, travel tickets for tours and fly and drive holidays, car rental and reservations.

TOURING INFORMATION

The AAS offers visiting members touring information and advisory services.



SINGAPORE MOTOR SPORTS ASSOCIATION

For more information visit www.smsa.org.sg.



ROYAL AUTOMOBILE ASSOCIATION OF THAILAND

For more information visit www.raat.or.th.



AUTOMOBILE ASSOCIATION OF CAMBODIA

AA Cambodia will provide free tourist information, maps and hotel bookings
email infor@aac.com.kh



AUTOMOBILE ASSOCIATION
OF CAMBODIA

AUTOMOBILE ASSOCIATION OF PHILIPPINES



24-HOUR EMERGENCY SERVICES



Breakdown and towing service

Emergency Roadside Service (ERS) is offered to all bona fide club members, 24 hours a day, 7 days a week.

Call **723 0808** for assistance and a tow truck with a driver-mechanic will respond.

Basic automotive services offered include, towing, battery charging, fixing fan belts, jump-starting car and flat tire changing.

Emergency Roadside Services

Available on the Island of Luzon, Cebu and within Davao City only.

Conditions

1. ERS is free of charge for up to 2 service calls only within the first 3 months from arrival date. Free service is within the boundaries of Metro Manila, Metro Cebu and Metro Davao.

2. Subsequent calls for assistance will be charged a special member rate of Php 50/km.
3. Services outside the stated boundaries will be charged an additional 50 pesos per kilometre.

Ambulance Service

In case of medical emergencies, members (only) may avail of AAP's 50% discount on ambulance services within Metro Manila through Aeromed. Their ambulances are manned by fully trained and licensed paramedics. Doctors and nurses are provided when necessary (call the AAP Hotline 723 0808 or Aeromed at 911 1121). Others are available at the AAP office.



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24/7 EMERGENCY ROADSIDE SERVICE

HOTLINES:	723 0808	0918 812 6000
	0917 812 6000	0922 860 1603

HELP, ADVICE AND INFORMATION

Touring Services

Directions, information of destinations, recommended facilities (hotels, restaurants).

Traffic related Advice

Current government policies on traffic and other related matters can be inquired through the AAP.

Insurance Assistance

Special rates are available to FIA club members. Call 723 0808.

OTHER SERVICES

Sales

Philippines road rules handbook, T-shirts, caps and other souvenir materials can be bought at the AAP office.

MISCELLANEOUS SERVICES FOR FIA CLUB MEMBERS

Assistance for foreign member having difficulties in the country is available upon request.

CONTACT US

Alison Wallace, Region II Coordinator

Email alison.wallace@aaa.asn.au



Find out more

All FIA Member clubs offer reciprocal arrangements and these can be found at the FIA website at fia.com

