

Terms and Conditions for Roadside Assistance

- The benefits of Roadside Assistance are available to Basic Cardmember and Supplementary Cardmember(s), who hold a valid Platinum Card issued by American Express (Thai) Co., Ltd. (“American Express”) (the “Covered Person”).
- The “Covered Vehicle” is defined as a private car, light passenger van, estate car or 4x4 sport utility vehicle, registered, insured and driven in Thailand by the Covered Person holding a valid Thailand driver’s license at the time of the incident subject to the following: 1) The vehicle is not being used for hire or reward. 2) The vehicle is not being used for motor racing, rallies, speed or endurance tests or practice sessions for such events. 3) The vehicle does not exceed (including any load carried) the following gross dimensions: weight – 3,500 kg; length – 7m; height – 3m; width – 2.25m.
- If a Covered Vehicle is immobilized due to an accident, mechanical breakdown, ran out of gas, fire or theft and repair cannot be made at the roadside, Roadside Assistance at the request of a Covered Person will arrange and pay for emergency incident, including up to 10 liters of fuel but excluding the costs of any parts or accessories for each and every case. Roadside Assistance covers the cost of up to Baht 3,700 per event. The cost of charges and services excess shall be bound entirely and directly by the Covered Person.
- If a Covered Vehicle is immobilized at a roadside or in a public or private car park due to an accident, mechanical breakdown, fire or theft and repair cannot be made at the roadside, Roadside Assistance will arrange and pay for the Covered Vehicle to be towed to the nearest suitable repairer, or to a repairer nominated by the Covered Person, or to the Covered Person’s usual place of residence, up to limit of indemnity as set. If the Covered Vehicle is towed to a repair garage, the garage will be acting as the Covered Person’s agent for any repair work conducted. Roadside Assistance covers the cost of up to Baht 3,700 or 100 kilometers per event. The cost of charges and services excess shall be bound entirely and directly by the Covered Person.
- Repair or towing service of the immobilized Covered Vehicle must be arranged by Roadside Assistance, or the Covered Person must obtain prior consent from Roadside Assistance in towing of the Covered Vehicle by another party. Roadside Assistance is not responsible for the damages caused by towing and the Covered Person cannot claim for the continuation of journey.
- The Covered Person must be present at the incident.
- Roadside Assistance reserves the right for the incident that a Covered Vehicle ran out of gas on the road only, not applicable for gasoline refill service at home/residence. The Covered Person must grant permission for the technical staff conducting the Covered Vehicle inspection to attempt starting the Covered Vehicle for testing purposes. It is essential that the Covered Vehicle’s engine must not be able to start. The staff will record a video of the oil level gauge at that time to inform Roadside Assistance and confirm coverage.
- American Express reserves the right to charge actual cost of gasoline refill, if the incident found other than specified Terms and Conditions above.
- In the event of any dispute arising from this service, the decision of American Express shall be final and binding all related parties.