

BYD/Denza Assistance

Operating Guide

As part of the Service agreement between
BYD/DENZA & Allianz Partners

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V1.1

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Introduction

BYD collaborates with Allianz Roadside Assistance (RSA) to deliver exceptional assistance services across Europe, ensuring beneficiary satisfaction whenever assistance is required.

The **BYD/DENZA RSA program** operates as a comprehensive pan-European initiative, encompassing **37** markets out of which **7 Denza** markets.

BYD – 31 Markets

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, United Kingdom, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

Denza – 7 Markets

France, Germany, United Kingdom, Italy, Poland, Spain, Switzerland

This Operating Guide is designed for all our Business Units (BU) and associated platforms. It serves to define the scope of coverage, benefits allowance, policies, procedures, and responsibilities of each party involved in the RSA program.

The Operating Guide summarises and details operational processes. It acts as a reference to ensure consistency and clarity in service delivery.

In the event of any change requests from **BYD**, these will be communicated to all our BU and associated platforms via email to ensure timely implementation. The timeframe for implementation will be determined based on the impact on processes, allowing reasonable time for adjustments. Subsequently, these changes will be incorporated into this Operating Guide to maintain its accuracy and relevance.

Please note that this document contains **confidential** information and is for **the exclusive use** of our BU and associated partners.

For the purposes of this Operating Guide; **We, Us or Our** refers to Allianz Partners, operating as **BYD Assistance** represented by its employees, agents, service providers and related companies including assistance providers organizing all assistance services following an Event.

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1. RSA assistance management

1.1 Privacy notice

- i. In all countries BYD beneficiaries will be greeted and serviced in the name of BYD RSA Assistance.
- ii. BYD is the data controller for service contracts and AzP for insurance contracts
- iii. For specific requirements regarding short and long versions of the Privacy Notice, information will be supplied to BU and associated partners from **BYD** for service contracts and AzP for Insurance contracts.
- iv. The privacy notice is applicable for all methods of contact, including telephone calls, calls from **BYD/DenzaApp** and digital communications such as, Beneficiary WebApp or VoiceBot. It outlines how personal information is collected, used, and protected across all platforms to ensure the privacy and security of the beneficiaries' data.


1.2 Welcome message

- i. In all countries BYD/DENZA beneficiaries will be welcomed by our RSA assistance agent with the following Welcome Message:

<<*First Name of assistance agent*>> speaking, how may I help you?

e.g.: "Christopher speaking, how may I help you?" where "Christopher" is the RSA assistance agent that will organise the assistance for the beneficiary.

The purpose is to avoid repeating "Welcome to BYD/DENZA Assistance" since this should already be mentioned on reception of the call.

-  Content of the welcome message may be adapted locally, according to local regulations and agreement between BYD/DENZA, and local RSA provider team.
- ii. The welcome message is applicable for all incoming lines and digital channels.
- iii. The service is performed on behalf of BYD/DENZA RSA Assistance.
- iv. You will find in **Annex J** the list of telephone numbers provided to beneficiaries in their vehicle's handbook.

2. Products

Definition of Eligible vehicles and Roadside Assistance products in scope;

2.1 Passenger Cars and LCV - Base Roadside Assistance;

- I. All New BYD badged vehicles will be issued **24 months** Base Roadside Assistance cover, available in the following markets;

BYD – 31 Markets

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, United Kingdom, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

- II. All BYD vehicles under Service Activated Roadside Assistance (SARA). Eligible vehicles are BYD badged Passenger cars or Light commercial vehicles, no age limit. **24 months** cover following a main service carried out by an authorised BYD/DENZA Dealer. Duration dependant on service interval, available in the following markets;

BYD – 31 Markets

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, United Kingdom, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

2.2 Battery Electric Vehicle (BEV & PHEV) – Base Roadside Assistance

- I. All New BYD/DENZA badged BEV will be issued 24 months Base Roadside Assistance cover, available in the following markets;

BYD – 31 Markets

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, United Kingdom, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

Denza – 7 Markets

France, Germany, United Kingdom, Italy, Poland, Spain, Switzerland

- II. All **BYD** vehicles under SARA. Eligible vehicles are BYD/DENZA badged BEV Passenger cars or Light commercial vehicles, unlimited age. **24 months** cover following a main service carried out by an authorised BYD/DENZA Dealer, currently available in the following markets;

BYD – 31 Markets

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, United Kingdom, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

3. Eligibility Check

3.1 The Covered Vehicles Database (VIN database)

- i. BYD will deliver to us on a regular basis centralised data files containing information on all vehicles with an eligible RSA package. See following flows;

BYD - File 1: New Vehicle Sales:

Column Name	Data Type	Mandatory	Notes/Transformation Logic
VIN	String	Yes	Unique Vehicle Identification Number (Primary Key).
License_plate	String	No	May contain special characters.
Brand	String	Yes	Vehicle Brand (BYD/Denza)
Series_name	String	Yes	Model Series.
Model_name	String	Yes	Specific Model Name.
Delivery_date	Date	Yes	Format: dd/MM/yyyy
Target_country_for_vehicle_sales	String	Yes	Country of sale.
After_Sales_Dealership_Code	String	Yes	Dealer code
After_Sales_Dealership_Name	String	Yes	Dealer name
Power mode	String	Yes	Maps to Fuel Type. Used for policy extension logic. Values: Pure electric or Hybrid

BYD - File 2: Maintenance

Column Name	Data Type	Mandatory	Notes
VIN	String	Yes	Used to link to the Sales File.
lastBalanceDate	DateTime	Yes	Format: dd/MM/yyyy HH:mm.
repairStoreCode	String	Yes	Dealer code

How to check the eligibility of a vehicle?

The eligibility of the vehicle depends on a number of elements: its sales date in combination with the product type (New car, Model) or service date (SARA) and its country of sale / service.

- i. Eligibility is checked by asking the beneficiary to provide the vehicle's VIN (Vehicle Identification Number) for validation.

(for France, UK, Ireland and Netherlands license plate or VIN can also be used to search for an eligible VIN in the database)

! If the beneficiary doesn't know their VIN number, our assistance agent will suggest that they try one of the following options to locate the VIN:

- o VIN is stamped on the vehicle identification plate which is within the left or right - hand door aperture
- o The BYD and DENZA Sync Infotainment system;
 - Go to Settings / General Settings / About Sync (VIN is displayed)

- o Go to the nearside of the windscreen (may only be visible from outside the vehicle so only if safe to do so)
- o The BYD and DENZA App
- o On the vehicle registration document (paper or digital)

! A VIN number is required to be able to complete the coverage eligibility check. If the beneficiary is not able to provide the VIN number (or license plate check in France/UK/IE or NL), vehicle will be considered as not covered. (check section 3.3 unrecorded / unregistered vehicles)

! A VIN number is mandatory information for reporting and for the invoicing process

3.2 Unrecorded / Unregistered Vehicles:

I. Eligibility Assessment;

When an intervention is required for an unrecorded / unregistered vehicle, we will follow the VIN validation process. This process will help us determine if the vehicle is eligible for roadside assistance.

The assessment considers the following factors:

- Country of scope – Has the vehicle been purchased in a country in the scope of the program?
- Date of vehicle purchase– Is this a new vehicle, less than 24 months old (12 months old UK)
- SARA - Vehicle service history – Has the vehicle been serviced at an authorised BYD/DENZA dealer recently? What was the date? Is this within the last 12 months?

If following these questions we reasonably believe the unrecorded vehicle is eligible, we will provide roadside assistance and charge BYD/DENZA as if the vehicle were eligible. The following describes the process for each product;

New Vehicles

For markets with access to PTS, warranty start date can be checked

Beneficiary can provide a (valid) dealer name (where vehicle has been purchased)

- Date of purchase (month / year) is less than 12 months (UK) or 24 months (Europe)

SARA

For markets with access to PTS, service date can be checked in the Digital Service Record (DSR)

- Identify if it is a BYD or DENZA VIN (to validate if it is a BYD or DENZA vehicle)
- Beneficiary can provide a (valid) dealer name (where service has been provided)
- Beneficiary can confirm date of full routine maintenance service (month / year).

NOTE: Essential / Economy / Value / Interim services do not qualify for SARA

- Inform the Beneficiary that should eligible cover not be found we may charge them for the assistance
- Only HoP, ROS or Tow to nearest dealer. Beneficiary to provide evidence of eligibility to unlock secondary benefits e.g. replacement vehicle

II. VIN Database Update Procedure

For each unrecorded / unregistered vehicle, we and BYD/DENZA must adhere to the VIN database update procedure.

This involves, implementing a VIN validation process to:

- Validate eligible vehicles
- Identify non-eligible vehicles

This ensures accurate record-keeping and facilitates future interventions.

! We should create an Info case and should the Beneficiary be able to subsequently prove eligibility, reimbursement can be provided. [See reimbursement process](#)

III. Notification / Investigation / Rectification

- We will inform BYD/DENZA of vehicles that we believe should be eligible and are missing from the database
- BYD/DENZA will investigate why the Vin is missing from the database
- If the VIN was omitted in error BYD/DENZA will endeavour to ensure the VIN is added to the next database update
- We should monitor the database and invoice once the update is received
- If the VIN was omitted deliberately, BYD/DENZA should communicate the reason to us

4. Covered Events

RSA starts when an eligible vehicle is immobilised or not safe to drive due to:

- i. **Breakdown** : Any sudden and unexpected mechanical, electrical, hydraulic or electronic failure, which results in the Immobilisation of the Vehicle including flat battery. **Battery charge depletion of electric Vehicles are not considered as a breakdown unless battery cannot be recharged because of Battery Technical issues itself.**
- ii. **Vehicle Accident** : Any sudden unforeseen and involuntary event, collision, impact against a fixed or moving object or crash which results in the Immobilisation of the Vehicle.
 - **Fire** : Heat or flame which damages the Vehicle and results in its Immobilisation.
 - **Vandalism** : Any breakage or damage to the Vehicle, by a third party, at the place of the event and results in its Immobilisation. We may ask Beneficiary for a copy of the Police report.
- iii. **Pilot Errors:**
 - **Lack of fuel:** Fuel shortage which results in the Immobilisation of the Vehicle at the Incident location.
 - **Other Fuel Problem:** Wrong Fuel, Frozen Fuel or Polluted Fuel, which results in the Immobilisation of the Vehicle at the Incident location.
 - **Electric Vehicle out of charge:** Electric motive power battery charge depletion, which results in the Immobilisation of the Vehicle at the Incident location. Battery which cannot be recharged because of battery technical issues are considered as Breakdown.

- **Flat tyre(s):** Deflation of one or more tyres, which results in the Immobilisation of the Vehicle at the incident location. The cost of the tyre will be charged to the Authorized Driver.
 - **Keys issues:** Vehicle keys that are locked in the Vehicle, damaged, lost or stolen and which results in the Immobilisation of the Vehicle at the incident location.
 - **Vehicle Bugged down:** Vehicle stuck in the sand, snow or mud which results in the unexpected Immobilisation of the Vehicle at the incident location.
- iv. **Theft and related:**
- **Theft of Vehicle:** The Vehicle has been stolen. We may ask Beneficiary for a copy of the police report. *The declaration to the police has to be made within 1 Working day.*
 - **Attempted Theft and Theft of parts (including Vehicle recovery after theft):** Theft or damage of Vehicle parts or equipment, which results in Immobilisation of the Vehicle at the incident location. We may ask Beneficiary for a copy of the police report. The declaration to the Police has to be made *within 1 Working day.*

5. Geographical Area of Assistance / Coverage

BYD/DENZA assistance is valid in the Country of Residence of the Beneficiary or during private journeys up to a maximum of 90 consecutive days within the following countries:

Azores, Andorra, Austria, Balearic Islands, Belgium, Bosnia & Herzegovina, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (+Corsica), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (+Sicily/Sardegna/San Marino/Vatican City), Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Serbia, Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland (+Liechtenstein), Turkey (Asia), Turkey (Europe), United Kingdom

- ! **BYD/DENZA assistance requested in a country not listed above will not be provided.**
- ! **We will arrange the service using our own roadside technicians or through our own contracted third-party companies. If the incident happens in a different covered market, we will organize assistance in that country according to the cross-border incident process.**
(see sub-chapter on [vehicle repatriation \(abroad\)](#)).

6. Create assistance file

6.1 Gather generic information

After having performed the eligibility check, our RSA agent will request from the beneficiary all information required to organise the assistance, such as but not limited to:

- i. Description of the issue with the covered vehicle
- ii. The exact location of the Vehicle, Incident address or description of the location, including details such as on highway or not, in underground parking or not, etc.
- iii. Confirmation of vehicle characteristics (VIN number, License plate number, vehicle model, any trailer / caravan attached to the car, etc.)
- iv. Beneficiary's personal info (first name, last name, address, phone number, etc.)
- v. Number of passengers in the vehicle

- vi. Anyone travelling with the vehicle with a recognised vulnerability

7. Qualify the incident

7.1 Information Call

- 8. Our RSA agent will answer the beneficiary's questions and provide necessary information within the limit of the relevant BYD/Denza RSA programme.

- ! For requests related to BYD and DENZA that do not involve arranging RSA services, our RSA agent will advise the Beneficiary to call the numbers listed below and select IVR option 1.

For BYD: 00800-10203000

For DENZA: 00800-10208000

7.2 Event identification

- i. Our RSA agent will identify along with information provided by the beneficiary, whether the incident is covered by the relevant BYD/DENZA RSA programme
- ii. Following confirmation of event coverage, our RSA agent will identify whether:
 - Phone fix / Help on Phone (HoP) and/or potential Repair on Spot (RoS) can be attempted first

OR

 - Vehicle towing / recovery needs to be organised immediately

7.3 Roadside service identification – Decision Tree to be confirmed

- i. Our RSA agent will use our local market tools, such as a decision tree to identify events eligible for Phone fix / Help on Phone and Roadside repair

8 Organise roadside assistance

8.2 Phone fix / Help on Phone (HoP)

The RSA agent will first attempt to perform a phone fix, where possible following the guide in a provided local market decision tree. If support for self-help is not feasible or successful, an assistance vehicle will be dispatched.

8.3 Roadside repair / Repair on the Spot (RoS)

In case of the Immobilisation of the Vehicle due to any Eligible Event defined in the [Paragraph D.](#), We will provide roadside assistance wherever possible in order to determine the fault and, if possible, conduct a roadside repair at the Eligible Event location to enable the Vehicle to be safely driven again.

We will cover the cost of small technical expenses as it follows:

- **For BYD:**
 - Towing/Recovery: to the nearest authorized repair shop. Cost of small technical expenses up to a maximum amount of **20 EUR** are covered

- In case of HV battery flat, towing to recharge station or preferred dealer in **50 km** radius, organise and cover the costs of a taxi or public transport to reach the dealer or charging station – **100 EUR**
- **For DENZA:**
- Towing/Recovery: to the nearest authorized repair shop , cost of small technical expenses up to a maximum amount of **20 EUR** are covered
- In case of HV battery flat, towing to recharge station or preferred dealer (unlimited), organise and cover the costs of a taxi or public transport to reach the dealer or charging station – **150 EUR**

Specialist Rescue: If a specialised rescue (use of crane, skates, dolly wheels...) is required, We will organise and cover the relevant costs **without any kilometre or financial limitation**.

We can organise and cover the costs of a taxi or public transport, at our discretion, for any urgent needs:

- **For BYD:** up to a maximum of **100 EUR** including tax;
- **For DENZA:** up to a maximum of **150 EUR** including tax.

8.4 Vehicle Towing / Recovery

In case of the Immobilisation of the Vehicle due to any event defined in [Paragraph D](#) , and if the Vehicle cannot be repaired on the spot, our roadside assistance provider will transport the Vehicle to the nearest Dealer and cover the relevant costs without any kilometre or financial limitation.

In case of High Voltage battery flat, towing to recharge station or nearest Dealer:

- **For BYD:** in 50 km radius;
- **For DENZA:** unlimited. (Applicable only for domestic cases. For cases abroad, the towing limit is always to the nearest dealer).

! If the Dealer to which the Vehicle would be towed is closed (out of working opening hours), the Vehicle will be transported to a secure parking or storage facility. The Vehicle then be transported to the repairer the next working day.

8.5 Key Issues

In case of the Immobilisation of the Vehicle due to the key being stolen, lost, damaged, malfunctioning or left inside the Vehicle, We will organise and cover the costs of a taxi or public transport ticket to enable the duplicate keys to be collected and the return to the Vehicle without any kilometre limit:

- **For BYD customers:** up to a maximum of **100 EUR** including tax;
- **For DENZA customers:** up to a maximum of **150 EUR** including tax.

9. Secondary benefits

! Replacement Vehicle; Hotel accommodation; Return Home; and Continuation of Journey are not cumulative benefits. If the Beneficiary has chosen to have one of these four benefits, We will not organize and cover the cost of the other benefits.

9.1 Replacement Vehicle

Following a Towing/recovery that We organize ,in case of the Immobilisation of the Vehicle due to Eligible Events ([Paragraph D](#))and if the Vehicle cannot be repaired within the same day of immobilisation, We will organise and cover the cost of a replacement vehicle according to the rental car agencies conditions, up to an equivalent brand or category of the Vehicle, subject to the availability of a replacement vehicle from the rental car agency.

This benefit is provided up to the following maximum duration:

- **For BYD customers:** up to 3 consecutive working days
- **For DENZA customers:** up to 10 consecutive working days

We will also organise and cover the cost of a taxi and/or public transport to reach the rental car agency, when required:

- **For BYD customers:** up to a maximum cost of 100 EUR including VAT;
- **For DENZA customers:** up to a maximum cost of 150 EUR including VAT.

! **For DENZA:** Subject to the operational capability of the rental car agency or Dealer, We can organize and cover the costs of delivering the rental car to Customer location.

! **The primary replacement vehicle allocation should be:**

- **A BYD model** for BYD customers, and
- **A DENZA model** for DENZA customers, with **Denza as the first choice** and **Sealion 7** used only as a fallback option.

9.1 Hotel Accommodation

In case of the Immobilisation of the Vehicle due to Eligible Events defined in [Paragraph D](#) and if the Vehicle is immobilised **more than 100 km** from the Beneficiary's Home and cannot be repaired the same day of the Immobilisation, We will organise and cover the hotel costs of the Beneficiaries if the Beneficiaries choose to stay with their Vehicle for the duration of the Vehicle repairs:

- **For BYD customers:** up to a maximum of **150 EUR** per night including tax, including breakfast, for **3 nights** in total, per Beneficiary;
- **For DENZA customers:** up to a maximum of **500 EUR** per night including tax, including breakfast, for **5 nights** in total, per Beneficiary;

We will organise and cover the costs of a taxi or public transport to reach the hotel:

- **For BYD Customers:** up to 100 EUR including tax;
- **For DENZA Customers:** up to 150 EUR including tax.

10. Continuation of journey and Return Home

In case the search for a replacement vehicle didn't succeed;

In case of the Immobilisation of the Vehicle due to any event defined in [Paragraph D](#) and if the Vehicle needs **more than 4 hours** to be repaired and breakdown **>100KM** from home, We will organize and cover the cost of the continuation of the journey for the Beneficiaries to their final destination or the return to the Beneficiary's Home by the most appropriate of the following means:

For BYD Customers:

- **By taxi or public transport** up to **100 EUR** including tax;
- **By train** in standard class up to **500 EUR** including tax per Beneficiary, if breakdown > **100 KM** from home;
- **By plane** in economy class up to **500 EUR** including tax per Beneficiary, if the distance from the Beneficiary's Home or the final destination exceeds **6 hours by train**.
- Where necessary, We will organise and cover the costs of a taxi or public transport to reach the train station, airport, hotel, up to maximum cost of **100 EUR** including VAT.

For DENZA customers:

- **By taxi or public transport** up to **150 EUR** including tax;
- **By train** in standard class up to **1000 EUR** including tax per person, if breakdown > **100 KM** from home;
- **By plane** in economy class up to **1000 EUR** including tax per person, if the distance from the Beneficiary's Home or the final destination exceeds **6 hours by train**.
- Where necessary, We will organise and cover the costs of a taxi or public transport to reach the train station, airport, hotel, up to maximum cost of **150 EUR** including VAT.

11. Vehicle repatriation (Abroad)

In case of the Immobilisation of the Vehicle when Abroad due to any Eligible event defined in [Paragraph D](#), if the Vehicle cannot be repaired within **3 working days**, We will organise and cover the costs of the Vehicle's repatriation to Beneficiary's Home Dealer by transportation.

! We will not be responsible for the theft or damage to any accessories, luggage, materials and personal items left in the Vehicle during the transportation of the Vehicle.

! **Cross-Border Case vs Domestic Case- Side-by-Side Comparison**

!

Aspect	Domestic Case	Cross-Border Case
Vehicle registration country	Same as incident country (i.e. FR)	Different from incident country (i.e. DE)
Breakdown location	In the vehicle's home country (i.e. FR)	Outside the vehicle's home country (i.e. DE)

Aspect	Domestic Case	Cross-Border Case
Case ownership	Owned by the local AzP entity (where the vehicle is registered i.e. FR)	Owned by the AzP entity of the vehicle's home country (e.g., AzP FR) or TPA (External company that handles operational or administrative tasks on behalf of an insurer or another organization, for the countries where an Allianz Partner entity does not exist)
Operational execution	Performed by the same local team (i.e., AzP FR in France)	Performed by the AzP team in the incident country (i.e., AzP DE)
Provider contact	Local AzP contacts local providers directly	Home country AzP sends an intercompany request ; local AzP contacts providers.
Towing organization	Managed by local AzP using in-country providers	Managed by AzP of the incident country (e.g., Germany)
Garage allocation	Local garage arranged by same-country AzP (sending BU. i.e., FR)	Garage arranged by the AzP entity in the incident country (i.e. DE)
Replacement vehicle	Replacement car provided by local rental partner	Replacement car provided by local rental partner in the incident country
Continuation of journey	Straightforward; vehicle changeover is usually accepted	May be difficult abroad; if refused, local AzP arranges replacement
Complexity level	Lower	Higher (two countries involved)
Intercompany workflow	Not required	Required between FR ↔ DE (or other combinations)
Process risk factors	Normal operational risks	Cross-border refusal of changeover, language, provider coverage differences
Customer impact	Faster, simpler, fully local handling	Longer coordination, more steps, dependent on cross-border acceptance

12. Repaired Vehicle collection by the Beneficiary

In case of the Immobilisation of the Vehicle due to Eligible Event defined in [Paragraph E](#),

We organise and cover the cost of collecting the Vehicle once the Vehicle is repaired, by the most appropriate of the following means:

For BYD customers: to be organized in agreement with BYD

- Taxi or public transport up to 100 EUR including tax;
- Train in standard class;
- Plane in economy class if the distance from the Beneficiary's Home to the repairer exceeds 6 hours.

For DENZA customers: no kilometre or financial limitations

- Taxi or public transport
- Train;
- Plane if the distance from the Beneficiary's Home to the repairer exceeds 6 hours.

13. Reimburse benefits organised by the beneficiary themselves

The **organization by the Customer** or by the people of his personal environment of one of the benefits set out in **BYD/DENZA assistance** can only give rise to reimbursement if We have been notified and **have given Our express consent** and subject to the presentation of original supporting documents within the limit specified **by Us**.

We will accept on a case-by-case basis to reimburse Beneficiary claims related to mobility services organised by the Beneficiary (e.g. Uber ride rather than waiting for an arranged taxi).

The cost must be within the limits accepted by BYD/DENZA and pre authorised by our RSA agent.

! For ACM Markets, please follow the 'reimbursement sms' process detailed in the link;



SMS_Reimbursement
.pptx

14. Complaints Management and Escalation Procedures

Process Overview

Customer complaints should be followed up according to the AzP Functional Rules for Complaint Management Procedure. Following the complaint review, the customer is informed and it is aimed to be aligned with customer expectation.

With complaint analysis, the reasons for the complaints are examined and permanent solutions are provided. We finalise customer complaints and requests as soon as possible with a customer-oriented perspective, in accordance with the laws and conditions and in line with the principles of openness, impartiality, fairness and confidentiality. In order to increase the satisfaction of our customers and our service quality, all customer complaints are examined and saved.

Our Responsibilities are:

- To evaluate within the framework of all legal obligations,

- Creating communication channels for all our stakeholders,
- Allocating the necessary investigation resources to meet customer expectations about the complaint response.

For the whole Market scope, it is required to implement a complaints management process to allow **BYD/DENZA** to address properly potential Customer Care cases in advance.

All Customer complaints received by AzP have to be recorded and reported in a dedicated section of the Reporting or in a specific report to be provided on a daily basis, including:

- Contact channel of the complaint (call, mail, emails, etc.)
- Customer and vehicle data (Surname, Plate Number, rental contract number etc.)
- Case details and service provided
- Complaint date
- Complaint reasons - a specific categorization will be provided
- Possible action implemented by RSA Provider

Any complaint must be answered. Particularly for complaints arising in full or in part from AzP management (i.e., call centre/assistance platform, service provider intervention, mobility/ replacement vehicle), AzP must immediately inform **BYD/DENZA** and proactively implement corrective action. The reporting of Complaints will be set out according to standards and sent to **BYD/DENZA HQ**. (i.e. Customer Care / Customer Relations) to be defined in the implementation phase.

Similarly, **BYD/DENZA** will inform AzP of any customer complaint related to RSA services. **BYD/DENZA** can anyway ask for additional information and explanations for every complaint.

Complaint receipt

Complaints are generally received from three types of contact points using a variety of notification channels (phone call / email / web page / written letter / social media) :

- Customer feedback
- Office notification
- **BYD/DENZA / Brand HQ**

Complaint Categorization and Routing

A priority level should be attributed to each complaint. It defines the severity of the complaint and the urgency for handling and resolution. The priority level may be modified while handling the complaint.

In many cases the complainant will be disputing a settlement or the service delivery and every attempt should be made to resolve these types of basic dispute quickly and effectively.

Level 1 – Light;

These are simple, straight-forward complaints that can usually be managed at the first point of contact. In some cases it might be necessary to check with a Senior Agent/Team Leader/ Manager however, they do not typically require cross functional collaboration to resolve. Everyday examples include basic settlement calculation/interpretation errors, delays reviewing claims.

Level 2 – Medium;

- Moderate to high complexity
- Tending to be more serious or complex in nature than level 1 complaints
- Generally cannot be resolved at the first point of contact
- May not be possible to resolve these complaints within 1 calendar day
- Multiple interactions or discussions with the customer and/or internal stakeholders

Level 3 – Severe;

- High complexity
- The complaint cannot be resolved by the Quality Function alone and requires input from other departments
- Multiple interactions or discussions with the customer, authorized third parties and internal stakeholders
- Complaints that are sent directly to the CEO or equivalent
- Complaints received via the media, social media

Level 4 – Escalated

- Any complaint which concerns data privacy
- Complaints that pose a risk to Brand's reputation

Complaint Handling and Resolution – Deep Dive

Customer feedback and complaints are carefully reviewed. Complaints are evaluated without filtering and on the principle of equality. Root causes of complaints are analysed, and remedial actions are defined.

Complaint management steps are;

- Open a complaint file in assistance tool,
- Investigate the problem and provide a solution,
- Analysing the root causes and defining the actions to prevent the repeated complaint.

The cause of the complaint and the responsible unit should be checked. When the complaint is related to AzP providers, the Quality team shares the complaint file with Network. The technical control should be completed by Network team. The Quality team finalise the file and the decision to accept or reject status of the complaint.

For technical control related to operational processes, (call report or agent basis information control) should be done by Operation Supervisor / Team Leader. Quality team finalise the file and the decision to accept or reject status of the complaint.

Issues requiring legal review should be escalated to the Legal department.

External Authority Complaint Process

Escalated complaints may come from authorities such as a complaint's ombudsman/consumer authority/supervisory authority, legal advisors, court proceedings or where reputational risks are foreseeable.

Escalated complaints must immediately be communicated to **BYD/DENZA** and AzP Compliance team; and to the DPO in case of a data privacy related issue. The BU Quality

team should monitor the complaint process and timing to respond to the relevant regulatory authorities within the legal time limit.



15. Invoicing Process

TPA VIA SPEEDER

16. BYD & DENZA - KPI and Reporting

BYD & Denza – KPI & Reporting



KPI – Assistance Performance	Calculation Method	BYD Standard	Denza Standard
Average abandoned rate	% abandoned calls / total inbound	≤ 5%	≤ 5%
Calls Taken < 20 sec	Calls <20 sec / inbound	80%	80%

KPI	Standard Value (BYD)	Standard Value (Denza)
RSA arrival Time (Pan EU average)	≤ 60 minutes in 75% of cases	≤ 60 minutes in 75% of cases
RSA Complaint Rate	< 5%	< 5%
Average RSA complaint resolution time	15 days	15 days
Customer Satisfaction (VOC/NPS)	≥ 4,5	≥ 4,5

SLAs: similar levels for both BYD and DENZA. Based on Allianz Partners experience with Premium OEMs (eg: BMW, Lamborghini)

For both brands, Allianz Partners will provide a **standard reporting package**:

• **Monthly Performance Report** – delivered monthly for BYD and Denza (preferred deadline for sending after the 20th day of the following month)

The following KPIs shall be used to evaluate performance. All KPI results shall be calculated as the average across all participating markets:

- **RSA Arrival Time:** The time measure starts from dispatch* and ends when the RSA technician arrives at the location of a Beneficiary/ Customer. (The attending resource confirms arrival immediately when arriving at the scene, the Beneficiary/Customer is never asked to confirm assistant’s arrival time).

*Dispatch is completed during phone call, latest immediately following the phone call.

ETA excluding unforeseeable circumstances and events beyond our reasonable control and appointments: on average within 60 min, considering all cases across all markets.

This metric will be reported at market level. Time to mobility (ETA) target also applies to direct recovery.

- **Calls Taken: Is % answered calls of all incoming Beneficiary calls;**
 - 80% of the calls taken in less than 20 seconds.
 - 95% of the calls taken; maximum 5% abandoned (including short calls)

Both Rates will be reported by market and with a monthly, a year to date and a 12-rolling month value at minimum.

- **VOC: Voice of the Customer (4.5)**
- **RSA Complaint Rate: less than 5%**
- **RSA Complaint rate resolution: 15 days**

KPI	Target	Exclusions
1. VoC	4.5	
2. RSA Arrival Time (ETA)	< 60 minutes in 75% of cases	Time in minutes for our technician or provider to arrive at the Event location, after dispatch and provider HQ acceptance. Applicable for RSA primary benefits only (Immediate Towing/Technician attendance). Excluding for B-partners reporting: a) Scheduled jobs, secondary services such as redelivery, drive-in, cancellations, customer no-show, b) Due to external conditions or regulation, arrival time not under AP control (e.g., Highway regulated providers, BP dealers dispatch), c) Abroad cases, d) Force Majeure **
3.Calls taken	<ul style="list-style-type: none"> • 95% of the calls taken; • maximally 5% abandoned (including short calls) • 80% of the calls taken in less than 20 seconds 	
4.Complaint rate	< 5%	
5. RSA Complaint rate resolution	15 days	

Annexes

A. Definitions

- **ACM: Allianz Customer Model (refers to markets using the Allianz Partners central case management tool)**
- **Abroad :** Any other country than the Beneficiary's Country of Residence.

- **Authorized Driver:** Any person driving an Eligible Vehicle with the lawful authority to do so.
- **Beneficiary/Customer:** All authorized drivers and all non-paying passengers of the Eligible Vehicle up to the maximum seats mentioned in the manufacturer's Vehicle specifications, who is resident in the Territory during the Period of Assistance. Hitchhikers are excluded.
- **BYD:** BYD Automobiles and its legal entities.
- **BYD/DENZA assistance:** means roadside assistance services and additional Benefits detailed in this service description.
- **Calendar day:** mean every day on the calendar, without exception. It includes workable/working days, business days, public holidays and weekly rest days.
- **Country of Residence:** The country within the Territory where the Beneficiary has his main Home and spend more than 183 days of the year.
- **Dealer:** Any BYD and DENZA Dealer or BYD / DENZA authorized repairer in the Territory who is capable of repairing the Vehicle.
- **DENZA:** BYD Premium brand, registered under BYD Automobiles
- **Vehicle/Eligible Vehicle:** New BYD or DENZA Private electric and motor Vehicle not exceeding 3,500 kg required to be licensed for use on public roads registered in Beneficiary's Country of Residence and notified by BYD as to be entitled to receive BYD/DENZA assistance. Tricycles, quad and Vehicles used for the carriage of persons such as taxis, ambulances, rental cars, driving schools, hearses are excluded.
- **Eligible events:** means any event as defined in paragraph 4: 'Definition of Eligible Events' providing entitlement to assistance benefits to the Customer provided by BYD or DENZA Assistance.
- **Home:** Beneficiary's permanent, fixed home address for legal and tax purposes in his Country of Residence.
- **Immobilization of the Vehicle:** Any event causing the eligible Vehicle to be immobilized, or unsafe to drive, on the public roads.
- **Incident:** means a request for assistance due to an Eligible Event to restore the mobility of an Eligible Vehicle and to invoke the benefits included in the BY/DENZA assistance. The date of the Incident is the date of occurrence of the Covered Eligible Event.
- **Period of Assistance:** BYD/DENZA assistance is valid for an initial period of 24 months for each new BYD and DENZA Customer from the date of delivery of the Vehicle. If the Customer follows BYD/DENZA's scheduled maintenance plan at an authorized BYD/DENZA repairer within the first 24 months since the delivery date, the Customer will receive an additional 12-month extension period of BYD/DENZA assistance. If the Customer continues to follow the scheduled maintenance plan at an authorized BYD/DENZA repairer during the 36-month period from the Vehicle's delivery date, a second 12-month extension period of BYD/DENZA assistance will be applied.
- **Territory:** the sales markets of BYD and DENZA
- **Working day:** mean any day from Monday to Friday, excluding relevant bank holidays in each Market
- **We, Us or Our** refers to Allianz Partners, operating as BYD/DENZA Assistance represented by its employees, agents, service providers and related companies including assistance providers organizing all assistance services following an Event.

B. Exclusions and Limitations

The BYD/DENZA assistance does not cover any of the events stated in this section unless the event is explicitly part of BYD/DENZA assistance.

We will not assist or reimburse the Beneficiaries in the event of a call for assistance or claim caused by, arising from or in connection with the following:

- Any costs incurred without Our prior agreement, or that are not specifically stated as being an Eligible Event ([Paragraph D](#)).
- The Beneficiary/Beneficiaries or any other third party organizing any of the services detailed in the Eligible Events (Paragraph C.) without first having authorization from Us and a file number,
- Any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the Incident that caused the Beneficiary to claim, unless expressly stated in this Eligible Events ([Paragraph D](#))
- Ionizing radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion
- Any country under the state of war (officially declared and/or undeclared, understanding to this effect war as armed conflict) is excluded.
- Declared natural disasters as following specified events due to natural causes: Hail, flood, storm, hurricane, rain, sleet or snow, wind, lightning or other similar event when officially declared as a natural disaster by the authorities and which results in the immobilization of the Vehicle
- The consequences of the use of drugs, narcotics and similar products not medically ordered and the abuse of alcohol,
- The consequences of intentional acts from the covered or the consequences of fraudulent/negligent/dishonest acts, suicide attempts or suicides,
- Costs not related to original invoices or certified true copies.
- Claims occurring in the countries excluded from the Geographic Scope or outside the Period of Assistance, and in particular beyond the expected duration if the trip is Abroad.
- The consequences of Incidents occurring during events, races, or motorized competitions (or their tests), subject to prior regulations of the public authorities, when the Beneficiary participates as a competitor,
- The cost of replacement parts unless specified in the list of parts taken in charge,
- Any costs such as fuel or toll charges.
- Charges for specialist recovery or charges incurred by Us where the Eligible Vehicle is not being used on a public highway when the Immobilisation of the Eligible Vehicle occurred and the Eligible Vehicle was not accessible using our standard recovery equipment unless it is specified in the table of contents.
- Assistance services on tracks or on non-drivable roads.

- Any consequences of the Eligible Vehicle not being kept in a roadworthy condition or not being serviced according to the manufacturer's recommendations. We reserve the right to request proof of servicing,
- Immobilisations of the Eligible Vehicle determined by systematic recalls of the manufacturer, maintenance operations, checks, assembly of accessories.
- if You haven't fixed a fault that We have already been called out for in the last 28 days. It is Your responsibility to make sure that repairs carried out by Us on spot have been followed as soon as possible by a permanent repair.
- Cyber-attack: Any kind of malicious activity that attempts to collect, disrupt, deny, degrade, or destroy information system resources or the information itself and resulting in the Immobilisation of the Vehicle.

C. Goodwill Process- DENZA only

I. Purpose

Goodwill applies **only for DENZA customers** and only in the following two situations:

1. **Taxi Goodwill** (up to 3 times per case)
2. **Repatriation Goodwill** for customers stranded outside coverage countries

! No other DENZA or BYD services require goodwill procedures.

Goodwill Eligibility	When Goodwill Does Not Apply
<p>Goodwill applies only in the following two situations:</p> <ol style="list-style-type: none"> 1. Taxi Benefit – Up to 3 Times per Case- Used when the replacement vehicle cannot be provided immediately. 2. Repatriation for Customers Outside Coverage Countries - Used when the customer is stranded in a location without a DENZA workshop. 	<p>No goodwill is required for:</p> <ul style="list-style-type: none"> • Goodwill never applies for BYD customers. • All benefits for BYD are covered under standard RSA services. • A DENZA replacement vehicle is available, or A BYD Sealion 7 fallback vehicle is available, or • The replacement vehicle can be delivered on the tow truck.

! When a goodwill case is identified, a separate case entry must be created in the system and clearly flagged as 'Goodwill' in the case type or notes. Once recorded, please follow the steps outlined below

II. Replacement Vehicle Logic (Pre-Goodwill Check)

! **Before considering goodwill**, the RSA Agent must apply the mandatory DENZA replacement rules:

- **Primary option:** DENZA vehicle
- **Fallback option:** BYD Sealion 7
- Must be arranged **immediately**, at the same time as towing is dispatched

If the replacement vehicle is **not available**, then proceed to Taxi Goodwill

III. Taxi Goodwill Process (DENZA Only)- Trigger Condition

Taxi goodwill applies **only when an adequate replacement vehicle cannot be provided immediately**.

This includes situations such as:

- Replacement vehicle must be sourced from a dealer
- DENZA (priority) or Sealion 7 (fallback) is not readily available
- It is not feasible to deliver the replacement vehicle on the tow truck

IV. DENZA – Taxi Goodwill Process

When to Use Taxi Goodwill

Taxi goodwill applies **only for DENZA customers** and **only when a replacement vehicle cannot be provided immediately**.

V. Process Steps

i. Check replacement vehicle availability

Try to allocate a **DENZA** replacement vehicle.

If not available, try a **BYD Sealion 7**.

Check if the replacement vehicle can be **delivered on the tow truck**.

→ **If any replacement option is possible → DO NOT use Taxi Goodwill.**

ii. If replacement vehicle is not available → Offer Taxi Goodwill

Offer taxi transport **up to 3 times per case**.

Allowed destinations:

- Customer's **home**
- **Hotel**
- **Rental car agency**

iii. Arrange the taxi

- Dispatch taxi using standard process.
- Inform the customer of the expected pickup.

iv. 4. Document the goodwill action

- Add note in ABS: **DENZA – Taxi Goodwill**

- Record destination and reason: *"Replacement vehicle not available."*

D. Eligible Covered Events & Benefits

Covered Events	BYD	DENZA
Breakdown	✓ Eligible	✓ Eligible
Accident & related	✓ Eligible	✓ Eligible
Pilot Errors		
Electric Vehicle out of charge (discharged or high voltage issue)	✓ Eligible	✓ Eligible
Fuel error	✓ Eligible	✓ Eligible
Flat Tyre(s)	✓ Eligible	✓ Eligible
Key Issues	✓ Eligible	✓ Eligible
Vehicle Bugged down	✓ Eligible	✓ Eligible
Theft & related	✓ Eligible	✓ Eligible

Benefit	Conditions & Limits*	
	BYD	DENZA
Roadside Repair on Spot and Towing Assistance	<p>Roadside Repair on spot for the Vehicle</p> <p>Towing/Recovery: to the nearest authorized repair shop.</p> <p>cost of small technical expenses up to a maximum amount of 20 EUR are covered</p> <p>In case of HV battery flat, towing to recharge station or preferred dealer in 50 km radius</p> <p>organise and cover the costs of a taxi or public transport to reach the dealer or charging station – 100 EUR</p>	<p>Roadside Repair on spot for the Vehicle</p> <p>Towing/Recovery: to the nearest authorized repair shop</p> <p>cost of small technical expenses up to a maximum amount of 20 EUR are covered</p> <p>In case of HV battery flat, towing to recharge station or preferred dealer (unlimited)</p> <p>organise and cover the costs of a taxi or public transport to reach the dealer or charging station – 150 EUR</p>
Replacement Vehicle*	<p>Equivalent brand/model up car renter availability</p> <p>Duration 3 consecutive working days</p> <p>Vehicle cannot be repaired the same day</p> <p>Drop off cost: covered up to cost of Taxi up to the limit of 100 EUR.</p>	<p>Equivalent brand/model up car renter availability</p> <p>Duration max 10 consecutive working days</p> <p>Vehicle cannot be repaired the same day</p> <p>Drop off cost / International drop-off: fully covered</p>

Hotel/ accommodation*	Up to a maximum number of 3 nights ; Min. category: no preference, Max cost: 150 EUR / night / person incl breakfast If the Vehicle is immobilized more than 100 km from Home <u>organise and cover the costs of a taxi or public transport to reach the hotel – 100 EUR</u>	Up to a maximum number of 5 nights ; Min. category: no preference, Max cost: 500 EUR / night / person incl breakfast If the Vehicle is immobilized more than 100 km from Home <u>organise and cover the costs of a taxi or public transport to reach the hotel - 150 EUR</u>
Taxi	A service providing transportation for customers when their vehicle is immobilized, ensuring they reach their destination or repair facility safely and promptly (Max. 100€ (VAT incl))	A service providing transportation for customers when their vehicle is immobilized, ensuring they reach their destination or repair facility safely and promptly (Max. 150€ (VAT incl))
Continuation of Journey or Return Home*	If the Vehicle cannot be repaired within 4h and breakdown >100KM from home '(Max. cost: 500 EUR / person) Train: 2nd class Plane: Economy class (if only train journey > 6h) Taxi or public transport up to 100 EUR including tax Hotel: 1 night Min. category: no preference, Max cost: 150 EUR / night / person incl breakfast)	If the Vehicle cannot be repaired within the same day and breakdown >100KM from home '(Max. cost: 1000 EUR / person) Train: up to max cost Plane: up to max cost Taxi or public transport up to 150 EUR including tax Hotel: 1 night Min. category: no preference, Max cost: 500 EUR / night / person incl breakfast)
Vehicle Repatriation from Abroad	- to the Beneficiary's Home closest garage within the Country of Residence - if the Vehicle cannot be repaired within 3 working days	- to the Beneficiary's Home closest garage within the Country of Residence - if the Vehicle cannot be repaired within 3 working days
Repaired Vehicle Collection	To be organized in agreement with BYD: Taxi or public transport up to 100 EUR including tax; Train - standard class; Plane - economy class if the distance from the Beneficiary's Home to the repairer exceeds 6 hours.	No KM or financial limitations: Taxi or public transport Train; Plane if the distance from the Beneficiary's Home to the repairer exceeds 6 hours.

E. Glossary of Terms

- A. **ABS:** Allianz Business Systems (case management tool)
ACM: Allianz Customer Model
- B. **BEV:** Battery Electric Vehicle
BU: Business Unit o(f Allianz Partners)
- C. **CDW:** Collision Damage Waiver
CTA: Call to Arrival
CWA: Beneficiary Web App
- D. **DPO:** Data Protection Officer
- E. **ETA:** Estimated Time of Arrival
- F. **FindMe:** SMS sent to beneficiary with link to click to identify geo coordinates of beneficiary's location.
- G. **GDPR:** General Data Protection Regulation
- H. **Hexalite:** Allianz Partners own dispatch tool (used in main markets)

- HOP:** Help on Phone (Phone Fix)
- I. **ICE:** Internal Combustion Engine
- J.
- K. **KPI:** Key Performance Indicator
- L. **LCV:** Light Commercial Vehicle
- LMD:** Last Mile Delivery
- NSC:** National Sales Company
- Oasis:** Front end case management tool (feeds ABS)
- PHEV:** Plug in Hybrid Electric vehicle
- PPB:** Price Per benefit (invoicing scheme)- added
- RSA:** Roadside Assistance
- ROS:** Repair on Spot
- RRR:** Roadside Repair Rate
- RTA:** Road Traffic Accident
- SFTP:** Secure File Transfer Protocol
- SLA:** Service Level Agreement
- SME:** Subject Matter Expert
- SP:** Service Provider
- TSL:** Telephone Service Level
- TMK:** Tyre Mobility Kit
- TPA:** Third Party Assistance provider (typically for Nordics and Baltics regions)
- VIN:** Vehicle Identification Number (vehicle's unique identification serial number)
- VOC:** Voice of Beneficiary
- VRN/Licence plate:** Vehicle registration number

F. HOW TO CONTACT US?

The BYD/DENZA assistance is available 24 hours a day, 7 days a week for Beneficiary calls. If You require help, please do not attempt to make Your own arrangements as reimbursement cannot be made to You retrospectively.

Should You require assistance, please contact:

- **For BYD: 00800-10203000**
- **For DENZA: 00800-10208000**

Or open your case directly on the Customer Webapp, available in your BYD and DENZA APP.

Please have the following details available to hand before calling Us:

- Your Vehicle registration number;
- VIN of the car (you can find it at the bottom of the windscreen or in the registration certificate or in the vehicle application)
- the exact location of Your Vehicle;
- Your contact details and telephone number;
- a description of the problem.

Calls may be recorded and may be used for training purposes.

European restrictions to the initial assistance or recovery of Your Vehicle.

You must be aware of possible requirements beyond Our control when arranging the initial assistance or recovery in certain highways in Europe. (i.e. the Beneficiary to use the official SOS boxes at the side of the road in French autoroutes) . As these highways are privatized, neither Us nor other assistance organizations could be allowed to assist You on the road.