

# ASSISTRUCK SERVICES

H-2092 Budakeszi, Szőlőskert u. 5.

## THE ASSISTRUCK CONCEPT

ASSISTRUCK Services Ltd started on 1 January 2002. The **motives** of its creation and its **objectives** were that

- in Hungary, the technical assistance services in case of commercial vehicles are relatively underdeveloped, unlike in the area of passenger cars,
- however, as the vast majority of commercial vehicles, operated by international road hauliers, are already modern makes and manufactures, matching the same technical level, as in Western Europe, the demand for assistance services may be expected to rise relevantly,
- in case the technical assistance follows a road accident, road hauliers may welcome additional claims management services vis-a-vis insurance companies, in order the vehicle might return to work as soon as possible.

It is by no means a chance that the ASSISTRUCK concept has been elaborated in the sphere of interest of a leading insurance brokerage, offering a series of insurance services to international road hauliers and operators of commercial vehicles in Hungary. **Polip Insurance Brokers & Consultants** – associates in Hungary of French Groupe La Sécurité Nouvelle – were not only the principal initiators of ASSISTRUCK, but also the first buyers of its services for the benefit of their clients in the road transportations sector.

The **shareholders** of ASSISTRUCK Services Ltd are the following private persons and legal entities, with their respective shareholdings:

- |   |     |
|---|-----|
| 1. T+P Services Ltd                                       | 23% |
| 2. Dr. Péter Felkai (managing director of SOS Hungary)    | 25% |
| 3. Ms. Zsuzsanna Makádi (managing director of ASSISTRUCK) | 52% |

Since its establishment, ASSISTRUCK successfully offers the following two lines of services:

- **pure technical assistance** for operators of commercial vehicles in Europe (in this respect, ASSISTRUCK has become a contracted service partner of the two most influential umbrella organisations of road transportation in Hungary: to **ATRH**, the Hungarian Road Haulage Association, and to the **Volan** Group),
- **assistance and claims management services adjacent to road accidents** to clients of Polip Insurance (in case the first-party motor insurance of the commercial vehicle is placed with **Groupama** or **Union** Insurance Companies, this service is included in the insurance product automatically).

ASSISTRUCK is using the alarm centre of SOS Hungary.

In the territory of Hungary, ASSISTRUCK uses the technical salvage facilities of several reliable private companies, basically those of the Volan Group.

## ASSISTRUCK ASSISTANCE SERVICES

- ASSISTRUCK maintains a **0-24 hours alarm centre** to receive emergency calls every day in the year on the phone number **+36 30 995 2525 day and night**
- ASSISTRUCK **eliminates the crisis situation caused by a technical defect or accident** (it provides for equipment and staff to lift and tug the vehicle, contacts the authorities and calls the fire brigade or the ambulance, if necessary, etc.)
- ASSISTRUCK provides for the **repair of the vehicle on site or its transportation to the workshop**
- ASSISTRUCK provides for the **transportation and the safeguarding of the defective or damaged vehicle**
- ASSISTRUCK **maintains connection with the workshop and the owner (operator) of the vehicle, as well, as with family**
- ASSISTRUCK provides for the **repatriation of the vehicle**
- ASSISTRUCK **provides for replace driver**
- ASSISTRUCK **cares for accommodation and repatriation of driver**
- ASSISTRUCK **organizes medical treatment and repatriation of injured persons**
- All details of the case as well, as the services required from and provided by ASSISTRUCK are taken minutes of **(protocole)**

**Services of ASSISTRUCK are available for an annual registration fee of EUR 98 (+VAT) each vehicle.**

The actual costs of assistance are invoiced and charged to the client by ASSISTRUCK.

## CONTACTS

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