



Service

COVERAGE

- Vehicle Assistance
- Personal Assistance
- INFO 24/7 Service

STEP 1

CALL HOTLINE

(02) 8459-4795

STEP 2

When we call, kindly provide the following information
(Sa aming pag tawag, ibigay ang mga sumusunod na impormasyon)

VIN/Chassis #:

Plate # / CS #:

KIA ROADSIDE ASSISTANCE

Vehicle / Roadside Assistance

Towing of covered vehicle (Php 4,000.00 for the first 50 kms.)

Removal and Recovery of Vehicle using Crane (Php 10,000.00)

MINOR ONSITE REPAIR*

Delivery of Fuel (fuel cost by customer)

Battery Boosting

Change of Flat Tire with Spare Tire

Car Lockout Service / Delivery of Spare Key

Key Protection Cover

Mis-Fueling Cover

*Covers 3 events per year for breakdown while no limit if towing is due to accident

Personal Assistance

(Php 4,000.00) -Hotel accommodation or

(Php 2,000.00) -Travelling expenses of the client due to the immobilization of the covered vehicle

Relay of Urgent Messages

Accident Coordination

Dispatch of Ambulance Assistance

Arrangement for Hospital Admission

(Php 2,000.00) -Transport of Mortal Remains

Others / Info 24 Service

Program Benefit and Dealer Details

Emergency Contact Numbers (Police, Fire, Ambulance)

Weather Information

Directory Assistance

Referral to the Nearest Accredited Service Center

Utilization Requirement Inquiry

SERVICE PROCEDURE

1. Client calls 24/7 KIA WoW hotline to request service (towing, ROS, etc.)

2. Service Officer (CSO) gets the necessary information such as:

Caller's name and Contact Number

Vehicle Data (Plate Number/Conduction Sticker No., Make/Model)

Place of Breakdown or Accident

Cause of Breakdown or Accident

3. CSO verifies given data.

If client information is enrolled in the program, CSO shall proceed with the service, subject to program Terms & Conditions.

If client information is not listed in the program, CSO shall arrange the service and actual cost shall be for the account of the client subject to verification and enrollment in the program. Once verified to have coverage, reimbursement shall apply (reimbursement T&C applies).

If client information is not listed in the program, but is covered with Terms & Conditions, CSO shall verify it to Distributor (KPMC)

4. CSO shall then dispatch available SERVICE PROVIDER nearest to the place of breakdown or accident and CAPABLE of doing the service.

5. SERVICE PROVIDER dispatches the tow truck and informs the CSO on driver's name, tow truck plate number and estimated time of arrival (ETA) onsite.

6. CSO shall relay the same to the client onsite.

7. If the Service Provider cannot locate the vehicle, the tow truck driver shall immediately call the ALARM CENTER and inform the CSO which will then call the client and makes a conference call with the SERVICE PROVIDER so that the client may give additional instructions in locating the vehicle.

8. Upon arrival onsite, the SERVICE PROVIDER shall prepare a checklist for the vehicle's proper endorsement.

9. Client shall sign the checklist as an acknowledgement on the vehicle condition and endorsement.

10. Upon arrival at the nearest dealership, the SERVICE PROVIDER shall endorse to the dealer the same checklist signed by the client as acknowledgement in acceptance of the vehicle.

11. SERVICE PROVIDER or dispatcher will call the ALARM CENTER to inform that the service is done.

12. After a few days, a CSO will call the client for Quality Control Survey and check on the service provided.

REIMBURSEMENTS

ALL REIMBURSEMENT CLAIM SHOULD HAVE PRIOR APPROVAL FROM THE 24/7 HOTLINE AND MUST BE REPORTED WITHIN 24 HOURS FROM THE TIME OF INCIDENT. NON-COMPLIANCE MAY RESULT TO DENIAL OF CLAIM.

1. Contact 24/7 Kia WoW hotline to report the incident within 24 hours from the time of vehicle breakdown or accident.

2. CSO shall prepare a file and sends CLAIM FORM by email to the client.

3. Once the Claim Form is accomplished, client sends it to their dealership or IBERO Asistencia office together with the following required documents:

Original Official Receipt of Payment Made

Copy of Driver's License

Copy of Police Report (if due to accident)

Authorization Letter (if claimant other than registered owner)

Copy of Valid ID of vehicle registered owner

4. Once IBERO Asistencia CLAIMS DEPARTMENT receives all required documents, reimbursement shall be processed accordingly.

5. After 15 days, claims department shall contact the client informing on the approved claim and cheque availability.

6. Once the cheque payment is received by client, the latter shall sign on the quit claim form and return by email to IBERO Asistencia. Non-compliance may result on suspension of succeeding claims.

DATA PRIVACY NOTICE

By signing this form, you acknowledge and agree that your use of Kia Philippines' websites/ mobile applications, services or products constitutes your acceptance of our Data Privacy Policy and the Terms of Use. For more information about our Privacy Policy, visit www.kia.com.ph/privacy-policy.

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