

**RES**Emergency  
Assistance  
Consultants

# Roadside Assistance Service Provider Questionnaire

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To ensure our various Corporate Clients' standards of service excellence are maintained at all times, Risk Evaluation Services (Pty) Ltd needs to evaluate all Roadside Service Providers prior to inclusion in the Approved Service Provider database.

We realise that your company may be well known in the industry and this request in no way implies that you may not be suitably qualified, still in fairness to all we cannot automatically assume such qualification.

Should you choose to participate in this programme, please complete and return the following questionnaire to RES as soon as possible. Prompt reply will ensure prompt inclusion, and will assist us in entering into a service agreement with yourselves should one be required by the Client. If so this document will form part of the agreement.

Please sign and initial each page in the space provided and fax the completed questionnaire to Shaunnagh de Villiers at fax number 0861 244 688 or call her on 0861 24HOUR (0861 244 687).

**Thank you for taking the time to complete this questionnaire!**

1. How long has your business been in operation? (Please tick the applicable box)

0 – 1 years	1 – 2 years	2 – 3 years	3 – 4 years	> 4 years
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2. What are your business hours?

Normal Business Hours	24 Hours
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3. Do you have full and comprehensive professional indemnity insurance?

<b>YES</b>	<b>NO</b>
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4. If so, please state the name of your insurer, policy number and limit of indemnity:

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5. Have you been officially approved as a contractor by any manufacturer or insurer, and do you belong to any towing/trade associations?

MANUFACTURER			INSURANCE/ASSISTANCE			TOWING ASSOCIATIONS		
GMSA	Yes	No	Santam	Yes	No	RMI	Yes	No
Ford/Mazda	Yes	No	Hollard	Yes	No	UTASA	Yes	No
Hyundai	Yes	No	Auto & Gen.	Yes	No	SATRA	Yes	No
Toyota	Yes	No	Mutual & Fed.	Yes	No	Other (Specify):		
BMW	Yes	No	SA Eagle	Yes	No			
DCSA	Yes	No	Regent	Yes	No			
VW/Audi	Yes	No	AA	Yes	No			
Alfa Romeo	Yes	No	SOS	Yes	No			
Nissan	Yes	No	Call Alert	Yes	No			

6. Please list type and number of equipment (photographs of premises, equipment and/or drivers' uniforms will greatly assist in the evaluation process, and can be sent to the above postal address)

<b>TYPE OF EQUIPMENT</b>	<b>NUMBER</b>
Sling Tow / Other Partial Lift	
Trailer	
Rollback	
Courtesy Vehicle	
Other (specify)	

7. Are all Vehicles/Drivers equipped with Radio Communication/Cell Phones?

Radio's	Cell Phones	Both
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8. Are any of the vehicles currently in use older than 5 years? (If so please provide numbers)

<b>YES</b>	<b>NO</b>
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9. Do all the above vehicles possess a full service history?

<b>YES</b>	<b>NO</b>
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10. Do you have access to and/or are you prepared to assist with the following?

	<b>YES</b>	<b>NO</b>
Spares and/or appropriate qualifications to assist with minor roadside assistance/repairs	<b>YES</b>	<b>NO</b>
Locksmith Services	<b>YES</b>	<b>NO</b>
Auto Electrical Services	<b>YES</b>	<b>NO</b>
Mechanical Services	<b>YES</b>	<b>NO</b>
Panelbeating Services	<b>YES</b>	<b>NO</b>
Take fuel or diesel out to stranded members	<b>YES</b>	<b>NO</b>
Safe storage facilities	<b>YES</b>	<b>NO</b>
Change tyres of members' vehicles	<b>YES</b>	<b>NO</b>
Assist with jumpstarting of the vehicle under safe and appropriate conditions	<b>YES</b>	<b>NO</b>
Deliver member's vehicle from your place of business to an address to be provided to you?	<b>YES</b>	<b>NO</b>
Accept payment from our clients on a 30 day basis in respect of the services rendered by yourselves?*	<b>YES</b>	<b>NO</b>

\*Our client will provide payment guarantees if required

11. Are all your drivers First Aid compliant?

<b>YES</b>	<b>NO</b>
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**12. RESPONSE TIMES:**

How soon could your vehicle get to our Clients' Members requiring assistance:

12.1.1 In a **Non-built up area (rural) – within a radius of 20 km?**

<b>0-20 min</b>	<b>21-30 min</b>	<b>31-45 min</b>	<b>More than 45 min</b>
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12.1.2 Ditto – **within a radius of 21 – 40 km?**

<b>0-20 min</b>	<b>21-30 min</b>	<b>31-45 min</b>	<b>More than 45 min</b>
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12.1.3 Ditto – **within a radius of 41 – 50 km?**

<b>0-30 min</b>	<b>31-40 min</b>	<b>41-50 min</b>	<b>More than 50 min</b>
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12.1.4 Ditto – **within a radius of 51 – 100 km?**

<b>0-40 min</b>	<b>41-50 min</b>	<b>51-60 min</b>	<b>More than 60 min</b>
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12.2.1 And in a **built up area (city) – within a radius of 20 km?**

<b>0-20 min</b>	<b>21-30 min</b>	<b>31-45 min</b>	<b>More than 45 min</b>
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12.2.2 Ditto – **within a radius of 21 – 40 km?**

<b>0-30 min</b>	<b>31-40 min</b>	<b>41-50 min</b>	<b>More than 50 min</b>
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12.2.3 Ditto – **within a radius of 41 – 50 km?**

<b>0-40 min</b>	<b>41-50 min</b>	<b>51-60 min</b>	<b>More than 60 min</b>
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12.2.4 Ditto – **within a radius of 51 – 100 km?**

<b>0-50 min</b>	<b>51-60 min</b>	<b>61-70 min</b>	<b>More than 70 min</b>
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12.3 Comments

Would you like to add any comments to the above?   
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13. Which areas would you prefer to service? (For those service providers operating out of the greater Johannesburg, Pretoria, Durban and Cape Town areas, maps depicting the division of these areas have been attached in order to assist you. Details are also available on the Assist24 website)


14. Exceptions? (which areas are you NOT prepared to service)


This is to certify that the information in this questionnaire is current and correct and was completed by (full names)

In his or her capacity as

Of the company (the service provider),

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
(Duly Authorized)

Place Company Stamp Here: