



MyTVS 24x7 ES FAQ's

1) What is Emergency Roadside Assistance?

Emergency Roadside Assistance is the most affordable way to protect you and family during a breakdown. It provides State wide service with multiple benefits such as: Towing, Flat tire assistance, battery jump start, fuel delivery, Key lock-out service, minor mechanical adjustments and additional services depending on the level of coverage you purchase.

2) Why breakdown occurs? Will even modern cars have breakdowns?

- Car being constituted by thousands of parts including rubber parts, electrical and electronic parts like bulbs, fuses etc., even modern cars have chances of break down.
- External forces like accidents, nail/small stones puncturing a tyre, fuel quality, road conditions disconnecting wires / fuses etc., are causes of break downs.
- Improper maintenance/negligence or less attention by customers on car maintenance or very low usage of car etc., leads to car break downs

3) Are all of my Vehicles Covered?

Our Emergency Roadside Assistance covers the vehicles where the membership is purchased for.

4) When does my Membership Begin?

Your membership is activated immediately when a membership is purchased. The membership card will reach you in 20-25 days (but e-Membership card purchased online will be sent by email).

5) What is the coverage Area of my Membership?

Covers the whole of India except 8 north eastern states namely Assam, Manipur, Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and Jammu & Kashmir.

6) Whom do I contact in case of Emergency and what are the timings?

You can contact a live agent 24hours a day / 365 days a year for service from Emergency Road Assistance by calling MyTVS call centre numbers.

- 1800 425 2002 (BSNL/MTNL Lines Toll FREE) (or)
- 6000 2002 (prefix state capital STD code)



7) How can I identify me as a Member?

By quoting your membership number or your vehicle registration number, membership can be identified.

8) Who delivers the Emergency Road Side Assistance?

MyTVS 24x7 Emergency Services provides the Emergency Road side Assistance through a carefully selected statewide network of Service providers.

9) Are memberships Monthly or Annual?

Membership is Annual.

10) How do I renew my Membership?

Our Sales team will contact you by telephone/email and an intimation will be given when you have utilized the service and due for renewal.

11) My car has never had a break down ever since I purchased it. So why do I need it?

It is because you haven't faced any breakdown, you may not be able to imagine the anxiety and trauma of helplessness and exploitation that usually happens. Imagine that you are on an urgent business trip or enjoying a much longed for vacation with your family. What if you were sure that help would reach within say 30 / 60 Minutes of your making a simple phone call to MyTVS? Wouldn't it be worth while?

12) I have bought one membership card. If I sell the car, can I get service for the new car that I buy?

When you sell the car, do inform MyTVS. When you buy another car and inform us, we can transfer membership to the new car for the balance period of the original membership period.

13) What if I sell my car along with the card?

No, membership is not transferable. However, when a member is convinced about MyTVS 24x7 Emergency Services, it would be a good idea to persuade him to suggest to the buyer that he also takes membership. Thereby, you increase one more member to the MyTVS family.

14) If I use your service for a vehicle with warranty from manufacturer, how will it affect my warranty conditions?

The customer has to satisfy himself that it will not compromise his warranty with the manufacturer. We will only restore mobility to the vehicle. In such cases, we will take a declaration from the member that he wants us to attend to the vehicle and he absolves us from any liability relating to warranty with the manufacturer.



15) If I don't avail services, I lose the membership amount?

In effect, you are buying peace of mind in the event any emergency breakdown or accident happens. If you have not availed the service even once, MyTVS will give you 25% discount as no claim bonus, at the time of renewal of membership.

16) If I buy 1 membership card, but have 3 cars, can I avail service for all 3?

Yes, you may but non-membership rates will apply for the cars not registered with MyTVS.

17) What are the Services available for my membership?

- Minor Mechanical & Electrical service
- Key lock out assistance
- Wheel change
- Emergency fuel arrangement
- Towing Services
- Cab arrangement #
- Accommodation #

Call Coordination will be FREE. Other charges will be applicable.

18) Do I pay for the parts? If yes, to whom?

Yes, you have to pay for Spares & Consumables if used. It can be paid to our Authorized Service Providers who attends to you.

19) Do I pay for labour?

No, for any Roadside Assistance job. Yes, for Jobs other than Roadside Assistance, like taken to workshop for repairs beyond rectification on road.

20) Who pays for the up and down travel of the service provider, call center etc?

MyTVS will bear the entire expenses, including call center charges.

21) Can I have multiple cards to cover as many numbers of cars I have?

Yes, as many cards as per the cars.

22) Are Tourist taxis covered?

Yes, covered.

23) Are the Services available in other neighboring states?

Yes, covers all over India* (except J&K and North-Eastern States)