Message to RAC Vehicle Insurance Members - Towing Charges

On 10 January 2025, the *Towing Services Regulations 2025* (WA) commenced in Western Australia (*Towing Regulations*) for the benefit of drivers who have been involved in a vehicle crash on WA's roads.

Under the *Towing Regulations*, from the 1st of July 2026, the cost of the first tow of a light vehicle or motorcycle from within a 2km radius of a crash site in Perth or Peel is limited to a maximum of $523 (inc. GST) for the first 50km. An additional $4.75 per kilometre applies after 50km. A one-off after-hours surcharge of $149 can also be applied on weekends, public holidays and between 5pm and 8am on weekdays. If applicable, a reasonable charge may be made for the recovery of a vehicle from a difficult to access area (for example, from a river, culvert or inside a building).

Where the vehicle is towed from within a 2km radius of a crash site outside of Perth and Peel, the cost of the first tow must be reasonable.

The *Towing Regulations* also address storage costs if a vehicle is towed from within a 2km radius of a crash site to a storage yard.

Towing service providers must also be authorised by the Department of Transport to undertake crash towing across Western Australia.

What towing is covered under your vehicle insurance policy?

<u>If you have comprehensive insurance</u>

If there is accidental damage to your vehicle that is covered under your policy and your vehicle can no longer be driven, RAC Insurance (RAC) will pay for the reasonable cost of towing your vehicle (and any caravan or trailer attached to it) from the scene of the incident (or, in the case of a crash, within a 2km radius of the crash site) to the nearest approved repairer or to a safe place we agree to.

<u>If you have third party fire and theft insurance or third party property damage insurance</u>

If your vehicle is damaged in a collision with a vehicle that is uninsured, RAC will pay the reasonable costs of towing your vehicle (and any caravan or trailer attached to it) from the crash site (or within a 2km radius of it) to a safe location we agree to, provided that:

- the driver of the other vehicle was solely at fault in causing the collision;

- you provide RAC with enough information so we can identify the 'at fault' driver including their name, vehicle registration number and contact details; and

- the other vehicle must not be owned or driven by you, your spouse or any person who normally lives with you.

Under a third party fire and theft insurance policy, where your vehicle is damaged by fire theft or attempted theft and can no longer be driven, RAC will also pay the reasonable costs of towing your vehicle (and any caravan or trailer attached to it) from the scene of an incident to the nearest approved repairer or to a safe location that we agree to.

In all other circumstances

If your vehicle needs to be towed in other circumstances not covered under your policy, we are happy to assist with organising the towing of your vehicle, but you will need to pay the costs of the tow.

For example, your vehicle insurance policy does not cover the costs of towing your car:

- from your home or any other location for windscreen or window glass claims, if your vehicle can still be driven;

- if you have suffered a roadside breakdown (noting that cover may be separately available if you hold RAC Roadside Assistance); or

- from your home or the storage yard of a towing service provider if it is not the scene of an incident or crash covered under your policy and RAC did not otherwise agree to the towing of your vehicle from this place.

Please be aware that you will be liable for paying such costs not covered by your policy, which may also be unregulated and not subject to any financial caps.

No matter what type of vehicle insurance policy you have with RAC, if your vehicle needs to be towed, please call RAC on 13 17 03 to discuss your claim and assist you with arranging a tow.

What if my vehicle has already been towed from a crash site before I contact RAC?

If your vehicle has been involved in a crash and towed from within a 2km radius of the crash site, and your vehicle insurance policy covers the reasonable costs of the tow, RAC will pay the regulated towing charges and, if applicable, regulated storage charges it agrees are payable under the *Towing Regulations*.

Where relevant, after regulated towing and storage charges have been paid, the *Towing Regulations* require a towing service provider to release a stored vehicle for collection by the member or by another towing service provider of a member's or RAC's choosing.

In situations where RAC is unable to secure the timely release of your vehicle under the *Towing Regulations*, you may wish to consider taking steps to try to arrange for the release and removal of your vehicle from the towing service provider that is holding it to either an RAC approved repairer or another safe place that RAC agrees to. Please be aware that the towing service provider may seek payment of additional costs, which may be unregulated and/or not covered by your insurance policy, to agree to the release of your vehicle.

Once RAC is notified that your vehicle is with an approved repairer or at a safe location we agree to, we will progress your claim (if covered by your policy) and also assess whether any reasonable costs you may have incurred in securing the release of your vehicle are covered under your policy.

If you have concerns regarding the towing, storage and/or release of your vehicle, there are further steps open to you including lodging a report or complaint with:

- the Department of Transport - https://www.transport.wa.gov.au/licensing/crash-towing-industry-reforms.asp
- Consumer Protection - https://www.consumerprotection.wa.gov.au/complaints
- WA Police

What if my vehicle has already been towed from a location other than a crash site before I contact RAC?

If your vehicle has been towed from a location other than a crash site (or within a 2km radius of it) without RAC's involvement and you have any questions, please call RAC on 13 17 03 to discuss your claim.