



PORSCHE

Porsche Assistance

Mobility Guarantee



Reliable mobility services on demand –
24 hours a day, 365 days a year
throughout Europe. Rapid assistance –
wherever and whenever you need us.*

Porsche Assistance mobility service.

Contents

1. What to do in a motoring emergency	4
2. General conditions	5
3. Scope of services	9
Primary services	
Secondary services	
Secondary services (alternatively)	
Additional services	
4. Data privacy statement	13
5. Porsche Assistance emergency numbers	21
6. Contact information	23

Dear Porsche Customer,

You have opted for a Porsche, a vehicle that represents the highest levels of quality, exclusivity, reliability and performance. This is also what you can expect from Porsche Assistance, a mobility service that not only benefits the driver, but also all of the passengers. In the event of a breakdown, an accident or theft, please contact the Porsche Assistance emergency hotline immediately. Specialist staff working for our Porsche Assistance partners will answer your emergency call and make sure that the appropriate action is taken.

We hope that you have a safe and enjoyable journey with your Porsche and Porsche Assistance. We are here to make sure that you stay mobile.

* For more details about the territories covered, please go to Section 2.4.

1. What to do in a motoring emergency

Please call the Porsche Assistance hotline immediately if you require assistance and, if possible, have your contact number and the following information to hand:

Vehicle data

- Type, model and vehicle identification number (VIN) – this can be found in your vehicle or in the vehicle registration documents
- Your PorscheID (if available)
- Mileage and registration number
- Name of your Porsche Centre*
- Date on which you took delivery of your Porsche

Details of damage

- Type of damage and description of how it occurred
- Current location of vehicle
- Telephone number at which you can be reached

Please do not take any decisions without prior consultation with Porsche Assistance, as any costs incurred as a result of this cannot be borne.

Note: if you are on the motorway and do not have access to a mobile telephone, you can also use a roadside emergency call box. You should ask specifically for Porsche Assistance (only applies in Germany).

* Porsche Partner who delivered your vehicle or with whom your Porsche Approved Warranty was concluded.

2. General conditions

Porsche Assistance comes into effect whenever you require assistance when on the road with your vehicle – anytime and virtually anywhere in Europe.**

In the event of a breakdown, an accident or theft, Porsche Assistance covers the organization and cost*** of the services listed, provided that the following conditions are met.****

2.1 Vehicles covered

Porsche Assistance covers all standard production Porsche vehicles that have been:

- registered in one of the countries listed under Section 2.4 and
- sold in one of the following countries: Belgium, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (metropolitan), Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, North Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland Turkey, Ukraine.

For driving school vehicles, the scope is restricted to the primary services (page 9 'Primary services').

2.2 Persons covered

In addition to the vehicle owner, the policy covers all authorised drivers and passengers up to the maximum permissible number of occupants. Hitchhikers are not covered.

** For more details about the territories covered, please go to Section 2.4.

*** Please note that no cash payments can be made for services not used.

**** Porsche reserves the right to change or adapt the content of the Porsche Assistance mobility services without prior notice.

2.3 Duration of cover

New vehicles

Roadside assistance for new vehicles is provided for two years from the date on which the vehicle was delivered. For policy holders whose place of residence is outside geographical Europe, who are collecting their vehicle from Stuttgart or Leipzig and will be driving it in the territory covered by the mobility service for up to a maximum of one year, roadside assistance will be provided for one year from the date on which the vehicle was collected. If the vehicle is sold within the specified period, the Porsche Assistance cover is transferred to the new vehicle owner.

Vehicles with Porsche Approved Warranty

Porsche Assistance for vehicles with Porsche Approved warranty is valid for the period specified on the insurance policy. If the vehicle is sold to an end user within the specified period (see Conditions of Porsche Approved warranty), the Porsche Assistance cover is transferred to the new vehicle owner.

2.4 Territories covered

Cover is provided for motoring emergencies that occur in the following countries and regions. In outermost regions and overseas countries and areas of the EU and Great Britain as well as Svalbard, no service can be provided unless otherwise declared: Albania, Andorra, Austria, Balearic Islands, Belarus, Belgium, Bosnia and Herzegovina,

Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (metropolitan), Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Isle of Man, Ireland, Italy (incl. Sardinia and Sicily), Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, North Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Netherlands, Northern Cyprus, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, Vatican City.

Please note that mobility services can only be provided subject to local availability and circumstances.

2.5 Motoring emergencies

Porsche Assistance becomes effective in the event of a breakdown, an accident, theft or act of vandalism.

A breakdown is classed as any sudden and unforeseen malfunction of the vehicle due to failure of the vehicle or failure of mechanical or electrical genuine parts. Accident is an event acting on the vehicle suddenly with mechanical force and directly from outside.

If you are able to reach your Porsche partner or another Porsche partner yourself after an incident less than 50 km by road from the policy holder's place of residence (without making use of Porsche Assistance), or if

your vehicle is already at your or another Porsche partner's premises, Porsche Assistance will help you to organise further services free of charge. The services themselves are, however, subject to a charge and will not be covered by Porsche Assistance.

If the incident occurs more than 50 km by road from the policy holder's place of residence and you reach a Porsche partner other than your Porsche partner under your own power, and it is not possible to continue the journey, Porsche Assistance will organise further services (page 10, „Secondary services“) and bear the costs of these.

Porsche Assistance does not become effective if:

- defects on a trailer

- the general recall of products
- regular services or other maintenance work
- inspections
- installation of accessories
- fire (not due to vehicle components)
- defects resulting from excessive or inappropriate use of the vehicle

Porsche Assistance also does not come into effect in the following situations:

- incidents due to force majeure, war, strikes, confiscation, bans or constraint from government authorities, explosions of objects and nuclear or radioactive impacts
- damage resulting from participation in motorsport events that involve achieving a maximum speed. This also applies to accompanying practice drives. Exceptions are events organised by Porsche Experience.
- damage due to trailer or payload defects
- damage due to the vehicle being driven by an unauthorised driver
- damage resulting from a replacement part or accessory which has been fitted to the vehicle, but which is not approved by Porsche
- incidents resulting from failure to carry out the required maintenance work

3. Scope of services

Primary services

3.1 Breakdown and accident assistance

If you are unable to set out on or continue a journey within the territories covered in the insured vehicle due to a breakdown or motoring emergency (page 7, 'Motoring emergencies'), Porsche Assistance will arrange for a breakdown service provider to restore your vehicle to working order at the location of the incident and will bear the costs including any minor spare parts required, up to a maximum of € 120 incl. VAT.

We are also happy to help if the problem is your fault – locking the key inside the vehicle, for instance. This service will be provided whenever a repair is possible and is not prejudicial to the warranty (e.g. jump start). Roadside assistance will only be provided

on public highways or at the policy holder's home address. If necessary, services can also be provided away from the road, as long as access is possible and legally permitted.

3.2 Recovery and towing towing costs

If you cannot set out on or continue a journey in the insured vehicle due to a motoring emergency (page 7, 'Motoring emergencies'), and if the vehicle cannot be restored to working order at the location of the incident, Porsche Assistance will have your vehicle towed to the nearest Porsche Centre or alternatively to the Porsche Centre you have designated and will bear the costs incurred.

If your vehicle needs to be recovered before towing, Porsche Assistance will arrange for this, including any trailer and cargo (excluding

commercially transported goods) and will bear the costs incurred.

For the Porsche Taycan, the following also applies: If the high-voltage battery is discharged, we will tow your vehicle to the nearest suitable charging station and will cover the resulting towing costs. If the charging hardware is faulty and the high-voltage battery is discharged, in addition to towing your vehicle to a suitable functioning charging station, Porsche Assistance will cover the costs of a taxi or public transport to your destination, up to a maximum of € 200 incl. VAT, if the charging process takes longer than one hour.

Secondary services

3.3 Replacement vehicle

If your vehicle is no longer roadworthy after a motoring emergency (page 7, 'Motoring emergencies') and cannot be restored to working order at the incident location or at the Porsche Centre, Porsche Assistance will arrange for a replacement vehicle, for which it will bear the costs for the duration of the required repair for up to a maximum of five working days (or a maximum of € 280 incl. VAT per day). You must pay for fuel and any other charges yourself (Exception Porsche Taycan: if you are provided with a substitute vehicle with a combustion engine, Porsche Assistance will assume the resulting additional charges and fuel costs up to a maximum of € 200. Costs will be reimbursed only on submission of original receipts). Please note that

the provision of replacement vehicles is subject to local availability. The rental terms of the vehicle rental company shall apply. Please also note that a credit card must usually be presented in order to hire a replacement vehicle. If necessary, taxi costs for collecting and returning the replacement vehicle, or costs for the delivery and collection of the replacement vehicle, will be assumed up to a total of € 200 incl. VAT. If accommodation is required for an extra night, Porsche Assistance will also cover the accommodation costs for all persons covered by the policy for one night in a hotel of 4-star or 5-star category (incl. breakfast).

If, when travelling abroad, it is not possible to return to the policy holder's place of residence with the substitute vehicle provided, Porsche Assistance will organise the return journey to

the home town for all occupants by rail (1st class) or air (if journey time > 6 hours), and will cover the resulting costs.

Secondary services (alternatively)

3.4 Onward journey or journey home

If your vehicle cannot be restored to working order on the same day or the following day after a motoring emergency (page 7, 'Motoring emergencies') more than 50 km by road from the policy holder's place of residence, Porsche Assistance will cover the following expenses:

- onward travel for all vehicle occupants from the incident location to either the destination or the policy holder's place of residence
- travel for all passengers from the destination back to the incident location to collect the repaired vehicle
- return travel for all passengers from the destination to the policy holder's place of residence in cases where the vehicle is still being repaired

The cost of continuing the journey or the journey home shall be refunded:

- to the amount of first-class train tickets
- for an economy class flight, if the travel time by train exceeds six hours

Costs can only be reimbursed upon presentation of the original receipts. In addition, Porsche Assistance will pay the cost of a taxi to the nearest railway station / airport up to a maximum of € 200 incl. VAT.

3.5 Cost of overnight accommodation

If your vehicle cannot be restored to working order on the same day after a motoring emergency (page 7 'Motoring emergencies') more than 50 km by road from the policy holder's place of residence, Porsche Assis-

tance will bear the cost of overnight accommodation for the period of the necessary repairs for up to a maximum of three nights in a hotel of the 4-star or 5-star category. Furthermore, Porsche Assistance will cover the cost of a taxi or other means of public transport to the hotel up to a maximum of € 200 incl. VAT.

Additional Services

3.6 Collection/repatriation of the repaired vehicle

If your vehicle could not be restored to working order on the same day after a motoring emergency (page 7, 'Motoring emergencies'), and if you have already left the incident

location before repairs were complete, Porsche Assistance will cover the cost of:

- Delivery of the repaired vehicle to the destination or hometown, or
- Return journey for one person to the breakdown location to collect the repaired vehicle

The return journey to collect the repaired vehicle takes place by taxi or, in the case of longer journey times, costs are reimbursed:

- to the amount of a first-class train ticket

- for an economy class flight, if the travel time by train exceeds six hours

Costs can only be reimbursed upon presentation of the original receipts.

3.7 Repatriation of the unrepaired vehicle

If your vehicle cannot be restored to working order at the incident location or in the surrounding area within three working days after a motoring emergency (page 7, 'Motoring emergencies') more than 50 km by road from the policy holder's place of residence, Porsche Assistance will cover the cost of:

- transporting your vehicle to a Porsche Centre close to your place of residence or
- transporting your vehicle to the policy holder's chosen destination (if repairs are

possible there and the cost will not exceed the cost of transporting the vehicle to the policy holder's place of residence)

3.8 Shipment of spare parts abroad

If the spare parts needed to restore your vehicle to working order cannot be purchased at the incident location abroad after a motoring emergency (page 7, 'Motoring emergencies'), Porsche Assistance will arrange for the provision and customs formalities as quickly as possible and will also pay the relevant shipping costs. Customs duties and the actual cost of the spare parts themselves will not be borne.

4. Data privacy statement

We, Dr. Ing. h.c. F. Porsche AG, (hereinafter "we" or "Porsche AG") are delighted at your interest in our products and services. Your privacy is a matter of the utmost importance to us. We take the protection and confidential treatment of your personal data very seriously. Your personal data are processed solely in accordance with the legal provisions of European Union data protection law, in particular the General Data Protection Regulation (hereinafter referred to as "GDPR"). This data privacy statement informs you about the processing of your personal data and your data protection rights in connection with the Porsche Assistance mobility guarantee. For information on other services and on services from other companies belonging to the Porsche Group, please refer to the respective data privacy

statements relating to the respective services and companies.

4.1 Controller responsible for data processing and data protection officer; contact details

The controller responsible for data processing pursuant to data protection law is:

Dr. Ing. h.c. F. Porsche AG
Porscheplatz 1
70435 Stuttgart
Germany
Tel.: (+49) 0711 911-0
E-mail: datenschutz@porsche.de

Please feel free to contact us, should you have any questions or suggestions on the matter of data protection.

Our data protection officer can be contacted at the following address:

Dr. Ing. h.c. F. Porsche AG
Beauftragter für Datenschutz
Porscheplatz 1
70435 Stuttgart
Germany

4.2 Object of data protection

The object of data protection is personal data. These data comprise all items of information relating to an identified or identifiable natural person (so-called data subject). Such information includes name, postal address, e-mail address or telephone number, as well as information which inevitably arises during the term of the Porsche Assistance mobility guarantee, such as details relating to the beginning, end and scope of use.

4.3 Purposes of data processing and legal basis

An overview of the purposes of data processing in connection with the Porsche

Assistance mobility guarantee and the appurtenant legal basis is provided below.

4.3.1 Preparation and implementation of the Porsche Assistance mobility guarantee

To enable us to provide you with our mobility services, we store the following data relating to your vehicle and your mobility guarantee contract: Information about your vehicle, such as the vehicle identification number, vehicle type, country of delivery, supplying dealer, and information about your contract, its scope, term and period of cover.

If you file a claim under Porsche Assistance, we will process the above-stated information for the purposes of handling the claim and providing our mobility service. To this

end, Porsche Assistance will also request you to provide the following items of information in connection with your claim and will process and store these data:

- Name and address of the party filing the claim,
- place where damage occurred,
- reason for filing the claim (including cause of error or failure, condition of vehicle),
- vehicle's mileage,
- number of passengers,
- your assigned Porsche Centre,
- if your vehicle requires to be towed away, but not to your assigned Porsche Centre: the Porsche Centre to which the vehicle is to be towed.

Should you require additional services, such as a replacement vehicle, we will request you to provide the necessary information and will also process this information. Depending on the required service, such information may include your destination, the availability of certain documents needed for the purpose of hiring a replacement vehicle, requirements pertaining to the replacement vehicle (e.g. automatic transmission, navigation system, trailer coupling, size of vehicle, etc.) or, where necessary, further information relating to the subsequent course of your journey, insofar as such information is necessary in order to attend to your claim.

Further details regarding the purposes of data processing are provided in the respective contractual documents relating to the

Porsche Assistance mobility guarantee.

Data processing takes place on the basis of GDPR, Article 6 (1), lit. b). You are required to provide the personal data which are necessary for the purposes of preparing and implementing the Porsche Assistance mobility guarantee. Without these data, we will be unable to process your inquiry and fulfil the contract.

We shall delete the data when they are no longer required for our purposes of preparing and implementing the Porsche Assistance mobility guarantee and no underlying law applies to the contrary. Should an underlying law to the contrary apply, we shall delete the data when the legal basis resulting from the other underlying law ceases to apply.

4.3.2 Fulfilment of statutory duties

We also process your personal data in order to fulfil statutory duties to which we are subject. Such duties may arise from commercial, fiscal, money-laundering, financial or criminal law, for example. The purposes of processing result here from the respective statutory duties; processing generally serves the purpose of meeting official monitoring duties and obligations to provide information.

Data processing takes place on the basis of GDPR, Article 6 (1), lit. c). If we collect data on the basis of a statutory duty, you are required to provide such personal data as are necessary in order to fulfil the statutory duty. We may be unable to attend to your inquiry, if you fail to provide these data.

We shall delete the data when the statutory duty ceases to apply, provided that no underlying law applies to the contrary. Should an underlying law to the contrary apply, we shall delete the data when the legal basis resulting from the other underlying law ceases to apply.

4.3.3 Protection of legitimate interests

We also process your personal data in order to protect our own legitimate interests or such interests of third parties. In this context we pursue the following interests, which also constitute the respective purposes:

- Final discussion on completion of the case
- Customer satisfaction survey
- Collection of key figures for the purposes of project management

Data processing takes place on the basis of GDPR, Article 6 (1), lit. f). In cases in which you are required to provide data for this purpose, we expressly indicate this. We may be unable to attend to your inquiry, if you fail to provide these data. We shall delete the data when they are no longer required for our purposes and no underlying law applies to the contrary. Should an underlying law to the contrary apply, we shall delete the data when the legal basis resulting from the other underlying law ceases to apply.

4.3.4 Consent

Where you have provided your consent for certain purposes, the respective purposes shall be defined by the contents of the respectively submitted consent. Data processing takes place on the basis of GDPR, Article 6 (1), lit. a). In cases in which you are required to provide data for this purpose, we expressly indicate this. Without your consent, we would be unable to meet your request which falls within the ambit of such consent. You can revoke your granted consent at any time without affecting the legality of the processing which takes place on the basis of such consent up to the time of revocation. We shall delete the data when they are no longer required for our purposes or when you have revoked your

consent and no underlying law applies to the contrary. Should an underlying law to the contrary apply, we shall delete the data when the legal basis resulting from the other underlying law ceases to apply.

4.4 Recipients of personal data

Internal recipients: Within Porsche AG, only those persons shall have access who require such access for the purposes stated in Section 4.3 above.

External recipients: We shall pass on your personal data to external recipients outside of Porsche AG only where this is necessary in handling or processing your inquiry, another form of legal authorisation applies, or you have consented hereto.

To enable us to provide you with on-the-spot assistance in connection with a claim, we also forward this information to the service provider appointed by our company, AXA Assistance GmbH.

Other possible external recipients are:

a) Data processing companies
Companies belonging to the Porsche AG Group or external service providers which we appoint to render services, for example in the areas of technical infrastructure and maintenance for the products and services offered by Porsche AG or for the provision of content relevant to your contract. These data processing companies are carefully chosen by our company and are subject to regular assessment in order to ensure that your privacy continues to be protected. The

service providers are permitted to use the data solely for the purposes which we specify.

b) Public bodies
Authorities and government institutions, such as public prosecutors, courts or financial authorities to whom we are required to transfer personal data on compelling legal grounds. Data transfer takes place here on the basis of GDPR, Article 6 (1), lit. c).

c) Private bodies
Dealers, cooperation partners or auxiliary personnel to whom data are transferred on the basis of granted consent for the purposes of executing a contract with you or to protect legitimate interests, for example Porsche Centres, financing banks, credit agencies, providers of other services or

transport service providers. Data transfer takes place here on the basis of GDPR, Article 6 (1), lit. a), b) and/or f).

4.5 Data processing in third countries

To enable us to provide you with on-the-spot support, in this case we share information with local service partners appointed by our company. Depending on where the case of damage occurs, it may be necessary to transfer data to countries outside of the European Union or the European Economic Area.

In case of data transfer to bodies whose domicile or data-processing operations are not located in a member state of the European Union or another state party to

the Treaty on the European Economic Area, we verify prior to effecting transfer that, save in legally permissible exceptional cases, either the recipient has an appropriate level of data protection in place (e.g. via an adequacy decision of the European Commission, appropriate guarantees such as self-certification by the recipient for the EU-US Privacy Shield or the agreement of so-called EU standard contractual clauses between the European Union and the recipient) or you have granted adequate consent.

You can obtain an overview of recipients in third countries from us, together with a copy of the concrete arrangements agreed to ensure an adequate level of data protection. Please use the contact details stated in Section 1 for this purpose.

4.6 Automated decision-making and profiling

We do not apply automated decision-making or profiling.

4.7 Duration of storage

We shall store your personal data only for as long as is necessary in order to fulfil the specified purposes or – where consent is granted – until you revoke your consent. In case of revocation we shall erase your personal data, unless the further processing of these data is permitted by the relevant legal provisions. We shall also erase your personal data where we are obliged to do so on legal grounds.

4.8 Data subject's rights

As a person subject to data processing, you have recourse to numerous rights. These are:
Right of information: You are entitled to information about the data which we store relating to your person.
Right to correction and erasure: You can require us to correct incorrect data and – where the legal requirements are met – to erase your data.

Restriction of processing: Where the legal requirements are met, you can require us to restrict the processing of your data.
Transferability of data: Should you have provided us with data on the basis of a contract or consent which you have granted, where the relevant legal requirements are

met you can require us to provide you with the data which you have furnished in a structured, common and machine-readable format or to transfer such data to another controller.

Objection to data processing on grounds of "legitimate interest": You have the right to object to our processing of your data at any time for reasons relating to your particular situation, provided that these reasons are founded on the legal basis of "legitimate interest". If you exercise your right of objection, we will cease processing your data, unless we are able to present compelling legitimate grounds for further processing which override your rights.

Objection to data processing for the purpose

of direct advertising: We also process your personal data on the legal basis of "legitimate interest" for the purpose of direct advertising. You have the right to object to such processing at any time.

Revocation of consent: Where you have consented to our processing your data, you can revoke this consent at any time with effect for the future. The legality of the processing of your data up to the time of revocation shall remain unaffected. Right to complain to the supervisory authority: You can also file a complaint with the competent supervisory authority, if you are of the opinion that the processing of your data contravenes the applicable law. For this purpose, you can contact the data protection authority which is responsible for your place

of residence or your country, or you can contact the competent data protection authority for our company. Contacting us and exercising your rights: You can also contact us free of charge in matters relating to the processing of your personal data, your rights as a data subject and any consent which you have granted. In order to exercise any of the aforestated rights, please contact info@porsche.de or use the postal address stated in Section 1. When contacting us, please ensure that it is possible to verify your identity. For the purpose of revoking granted consent, you can also use the same contact channel as you employed when submitting your consent.

4.9 Third-party services

In the event of a claim, our appointed service provider, AXA Assistance GmbH, can provide you with a web-based service which allows the appointed recovery service to be localised and its journey to the scene of the breakdown and its arrival time to be tracked.

- If you make use of this voluntary service, the following personal data relating to the filed claim will be processed in connection with AXA Assistance's web-based service:
- Individual Assistance case number
 - Name and address of the commissioned towing company
 - Current location

Please note: This information may render it possible to infer where the breakdown occurred and the appurtenant circumstances. This service and other external services to which reference is made in connection with the Porsche Assistance mobility guarantee have been and continue to be organised and provided by third parties. We have no influence over the form, contents and functions of such third-party services. We expressly distance ourselves from all contents of all third-party services. Should you require any further information on such third-party services, please contact the relevant providers.

4.10 Status

The most recent version of this data privacy statement applies. Revised 25 May 2018.

5. Porsche Assistance emergency numbers

	National Emergency Number	International Emergency Number
Belarus	+375 173354911	+375 173354911
Belgium	0800 98 911	+32 26 495 911
Bosnia & Herzegovina	+387 51 580 911	+387 51 580 911
Bulgaria	(02) 4450 911	+359 2 4450 911
Croatia	(01) 78 98 911	+385 1 78 98 911
Cyprus	77 776 911	+357 77 776 911
Czech Republic	226 226 911	+420 226 226 911
Denmark	802 00 911	+45 70 120 911
Estonia	(0) 6 000 911	+372 6000 911
European Delivery (English speaking operator)	089 518 18 912	+49 89 518 18 912
Finland	(09) 81 710 911	+35 898 1710 911
France, Andorra, Monaco	0805 989 911	+33 1 70 489 911

	National Emergency Number	International Emergency Number
Germany	0800 911 44 55	+49 89 518 18 911
Greece	(211) 10 75 911	+30 211 10 75 911
Hungary	(06) 30 20 30 911	+36 30 20 30 911
Iceland	800 0 911	+354 800 0 911
Ireland	1 890 100 000	+353 906 451976
Italy, San Marino, Vatican City	800 129 911	+39 06 42 115 911
Latvia	67 564 911	+371 67 564 911
Lithuania	(05) 21 997 11	+370 5 21 997 11
Luxembourg	800 40 911	+352 27 302 911
Malta	27 761 911	+356 27 761 911
Moldova	+373 22 233 911	+373 22 233 911
Montenegro	+381 11 27 11 911 (via Serbia)	+381 11 27 11 911 (via Serbia)

	National Emergency Number	International Emergency Number
Netherlands	0800 02 05 911	+31 20 7546 911
North Macedonia	046 783 911 or 046 783 377	+389 46 783 911 or +389 46 783 377
Norway	23 503 911	+47 23 503 911
Poland	022 3449 911	+48 22 3449 911
Portugal	800 100 911	+35 12 10194 911
Romania	(021) 25 25 911	+40 21 25 25 911
Serbia	(011) 27 11 911	+381 11 27 11 911
Slovakia	(02) 206 64 911	+421 2 206 64 911
Slovenia	080 9811 (toll free), (02) 3314 911	+386 2 3314 911
Spain	900 111 911	+34 93 496 83 56
Switzerland	0800 724 911	+41 800 724 911
Sweden	020 1203 911	+46 851 966 911

	National Emergency Number	International Emergency Number
Turkey	(0216) 33 53 911 or (0533) 76 77 243	+90 216 33 53 911
Ukraine	(8044) 581 8 911	+380 44 581 8 911

or, if available, activate the Porsche Connect Breakdown Call (PCM menu PHONE > KEYPAD).

6. Contact information

Dear Customer,
If you would like to contact us personally, please write to:

Dr. Ing. h.c. F. Porsche AG
Department VCI
Porscheplatz 1
70435 Stuttgart, Germany
info@porsche.de

Please note:

Porsche Assistance is not liable for damages caused by its contracted service providers. In the event of a breakdown, please contact the commissioned service provider directly.

Porsche Assistance services are provided by AXA Assistance GmbH, the company entrusted by the Porsche Group with operational support, and its affiliated companies or, if required, by subcontractors who provide the relevant services at the local level.



Porsche, the Porsche Crest, 718, 911, Carrera, Boxster, Cayman, Cayenne, Panamera, Macan, Taycan and other brands are registered trademarks of Dr. Ing. h.c. F. Porsche AG.

Subject to change, errors excepted.

Dr. Ing. h.c. F. Porsche AG
Porscheplatz 1
70435 Stuttgart
Germany
www.porsche.com

© Dr. Ing. h.c. F. Porsche AG, 2020
Date: 11/2020
Printed in Germany
WASV2101000120