

BELGIAN HIGHWAYS FAST/SIABIS - PROCEDURE

FAST/SIABIS procedure new – most efficient and by recommendation of law

Remark : the same process is applied for Belgian customers.

AREA CONCERNED

1. In Flanders :

FAST stands for Traffic Jams Handling by Fast Intervention (Files Aanpakken door Snelle Tussenkomst).

SAFE ZONE : From the next exit to the tow truck depot. And therefore also every parking lot in between.

TARIFS : can vary depending on the area and range between 150 euros and 1000 euros with FAST as most expensive.

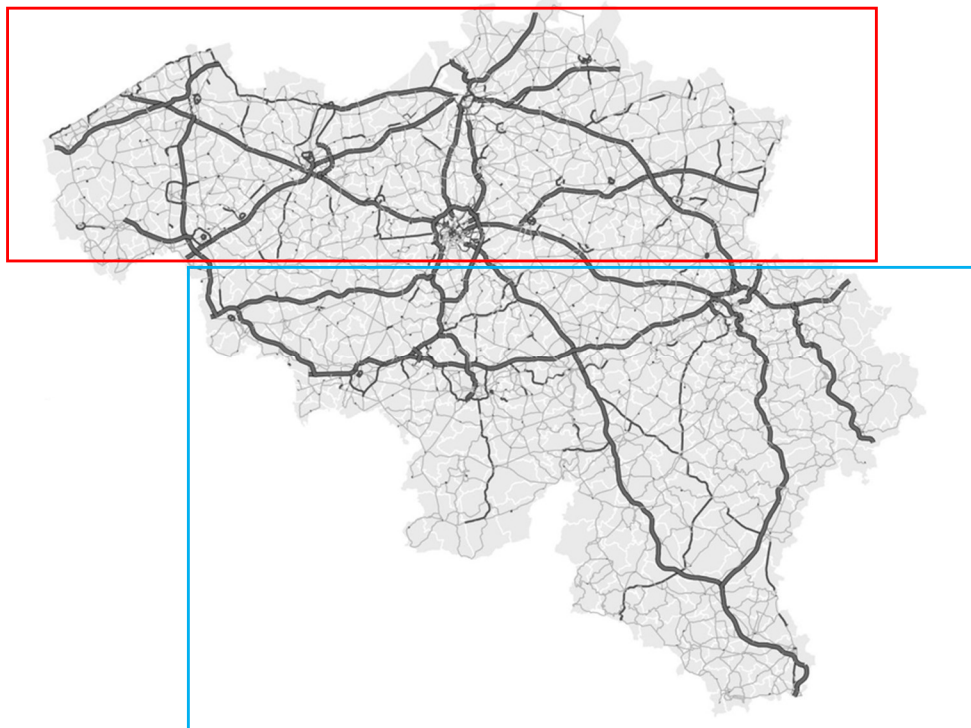
2. In Wallonia :

SIABIS system applicable on high speed road (= road starting with E or A) or main road (= 2 lanes with 120km). Parking is excluded meaning AOR can be send to TSA = safe zone.

Police will call authorized towing companies working for one of the 6 assistances (Touring, Allianz, Europ,...). If the customer is a foreigner, each assistance company will be call based on a rotation.

Prices are defined by the regional government – see appendix - *website.

Same process as for FAST.



PROCESS

FAST/ SIABIS intervenes immediately when the camera/police has detected a breakdown. If the customer/club calls Touring , the risk is really high that the FAST/SIABIS has already been sent. The police will send our towing service back and the empty ride will always be paid by the club. It can also confuse the customer that sees 2 trucks coming to help him/her. For these reasons we implement the golden rule 'client calls 112' .

In the first instance, the police will instruct the FAST/SIABIS service provider to send a 'signal vehicle' with conspicuous signaling to the scene of the broken-down vehicle or accident in order to demarcate the zone and increase safety for the beneficiary, the tow truck and other road users.

In the second instance, this vehicle will be towed with a tow truck equipped for this purpose to a near safe place or depot.

Thirdly, after the signaling vehicle has arrived and the car has been towed away, an invoice is issued, which must be settled immediately. The price can range from 185 to 1500 euros depending on the services provided. If the beneficiary's club wants this to be arranged, this can only be done when a GOP transfer has been send and after trying all options to settle.

The price depends on where the beneficiary is located and whether the vehicle is a passenger car or a vehicle +3.5 tons. The price of the job performed may vary depending on the location and time the job was performed. The prices are non-negotiable and in case of specific questions, the beneficiary can contact the customer service of the Roads and Traffic Agency (wegen en verkeer)

Once the customer is on safe zone, Touring can do the follow up.

Quick intervention

The FAST/SIABIS tow truck is instructed by the government to be on site within 25 minutes, to make the incident visible and secure it with a signaling vehicle, to tow the vehicle safely and to invoice the intervention in accordance with fixed unit prices.

The FAST/SIABIS bill

After the intervention, an invoice will be drawn up for the attention of the vehicle owner (in case of car breakdown). In the event of an accident, the invoice is send to the person who bears civil liability.

For SIABIS/FAST; the invoice is mandatory and must be paid immediately. FAST invoice must have a 'P' number on it. SIABIS must also have a reference (SIABIS number with 5 digits).

What are the applied rates?

The Flemish/Wallonia motorways are divided into zones, called "granted plots" in the jargon. Each zone is entrusted to F.A.S.T/SIABIS. towing services. The prices are officially fixed on the site of Wallonia and vary depending on the location of the intervention in the Flemish part , the time (weekday, weekend, day or night rates), and the type and duration of the intervention (towing, signaling, securing the roadway, lost cargo or removal, ...).

On the website* of the Roads & Traffic Agency, you will find the map with the awarded plots and the tables with the applied rates.

As an example: a tow on the Brussels ring road in Anderlecht on a weekday between 8 am and 5 pm costs ±163 euros, and ±127 euros for the signaling. You will find all information on the website <https://wegenverkeer.be/FAST>.

GUARENTEE OF PAYMENT

In the above case, the car can only be released if the relevant club of the beneficiary takes over and pays the total cost, so that the extra towing, which does fall under SMARC and ARC, can be carried out by the club of the country where the beneficiary is stranded .

Clubs keep each other informed via email and file handling.

HOW TO (for customers purposes) :

1. Contact your club to open a file
2. If your club confirms that you are on a lane managed by FAST/SIABIS, call 112 to request roadside assistance (you will be automatically located) and FAST/SIABIS will take care of your roadside assistance.
3. After towing or breakdown assistance by FAST/SIABIS, pay the amount and contact your club again to follow up your file.

If, after your first contact with your club, it appears that you are not on a lane of the FAST services, so on a safe zone, you will be assisted directly by your club who will send it to its service provider in Belgium TSA.

Note: Automotive clubs, mobility associations, transport associations and assistance companies have already repeatedly complained about the high invoicing costs imposed by the Flemish Government on the FAST towing companies. SIABIS is more regulated .

HOW TO (for clubs purposes) :

1. Contact with your customer and localization on the dot, client needs to be informed by the club.
2. If it appears that your customer is on a lane managed by FAST/SIABIS, you must ask him/her to call 112 to request roadside assistance (your customer will be automatically located) and FAST/SIABIS will take care of the roadside assistance.
3. Your customer will be brought to a safe place and must pay the invoice (SIABIS / FAST). Invoice is mandatory. Be aware that the towing companies is not authorized by law to keep the car of your customer. They MUST release the car and send the invoice if your customer can not pay immediately. Your customer can call the police in case of troubles.
4. Once your customer is safe, the usual process (SMARC/ARC agreement) can be started via our FRONT / ASC team.

EVOLUTION

SIABIS : police is working a on new application that should detect if the customer is covered by an assistance, even on European level. It should allow Touring to receive the file and do the follow-up with GOP. Application is expected to arrive in 2025 (depending on public regional budget).

Meeting every month between police , regional authorities and assistance company

FAST : new system under development with ONE way of working (same price everywhere/GOP/dispatch ?). We push to avoid immediate payment from the customers but the towing companies are reluctant because they are afraid not to be paid (mainly from foreigners). GOP under 'survey' by FAST representative. New process should be defined by end of the year.

Next meeting in October with Touring but ASSURALIA (group of all assistance companies) has been contacted to explain the SIABIS system (prices).