

Roadside Assistance

The Roadside Assistance Benefit is provided by Roadside Protect Motor Club. Whenever you need roadside assistance for your vehicle, call our toll-free number at 888-633-2414 twenty-four (24) hours a day and request dispatch service and the Roadside Assistance Administrator will arrange to send help to your disabled vehicle from a participating facility.

Terms & Conditions Covered Expenses

All expenses covered under the Roadside Protect Program are limited to Fifty Dollars (\$50.00) for any single claim and one claim per continuous 7 day period. Any additional expenses beyond this limit will be your responsibility to pay to the Roadside Contractor.

Services include the following:

- (a) **Towing** – When your vehicle is disabled due to mechanical breakdown, the Roadside Assistance Administrator will arrange for a Roadside Contractor to tow it to the nearest authorized repair facility.
- (b) **Flat Tire Assistance** – A flat tire will be changed with your spare tire. If, for any reason, the spare is not usable, the lug nuts cannot be removed or the vehicle has two flat tires with one usable spare, towing will be provided in accordance with the towing provisions
- (c) **Fuel Delivery Service** – An emergency supply of fuel of up to three (3) gallons will be delivered if your covered vehicle runs out of fuel. You will be responsible for the cost of fuel.
- (d) **Lock Out Service** – If your keys are locked in the vehicle, assistance will be provided to gain entry into the vehicle. In the event the keys are lost and a replacement key is required, you will be responsible for the total cost of a newkey.
- (e) **Jump Start** – Jump start service will be provided to start your vehicle.

Eligible vehicles include all self-propelled vehicles with a gross vehicle weight up to 10,000 lbs. Vehicles must be designed, licensed and used for private, on-road transportation.

The policy of Roadside Assistance Administrator and the respective Roadside Contractors require that you or another authorized person be with the vehicle in order to receive the service. Please cancel your request for service immediately if it is no longer needed by calling us back utilizing your toll free number for dispatch service.

The Roadside Assistance Administrator will not accept responsibility for repairs or the availability, delivery or installation of parts. All parts used and services provided to you by the Roadside Contractor must be authorized and paid for by you.

- 1. Roadside Assistance Reimbursement.** If for any reason the Roadside Assistance Administrator dispatch center cannot provide the benefits listed in this Program, you must obtain an authorization number from the Roadside Assistance Administrator dispatch center to use the service provider of your choice. The Roadside Assistance Administrator will reimburse you up to \$50 or the specific amount listed above in the covered expenses (whichever is less) upon presentation of the original paid service provider receipt. The authorization number is required to be eligible for reimbursement.

Your reimbursement request must have the following:

- (a) Your authorization number, name and membership ID;
- (b) A bill from the service provider including:
 - (i) The date the service occurred;
 - (ii) Description of services provided; and
 - (iii) The amount charged for the service; and
- (c) Evidence that member paid the service provider (i.e. copy of check or duplicate check, credit card receipt, statement, etc.)

The completed form and documentation should be mailed to:

Roadside Protect, Inc.
Attn: Reimbursements
P.O. Box 681459
Schaumburg, IL 60168

Important: Since all Authorized Roadside Contractors are independent contractors and not agents or employees of the Roadside Assistance Administrator, the Roadside Assistance Administrator can assume no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property of a member must be filed against the Roadside Contractor / servicing facility.

2. Roadside Assistance Service Limitations. The Program provides service for most emergency situations but does not include:

- (a) Service if the operator is not with the disabled vehicle (however if you cannot remain with the vehicle for safety reasons, we will attempt to provide service);
- (b) Transportation for the member to the vehicle for service or from the vehicle to another destination after service has been rendered
- (c) Towing of a vehicle off a boat dock or marina
- (d) Service of any kind of vehicles used for commercial purposes
- (e) Service for motorcycles, taxicabs, tractors, boats, trailers, dune buggies, or vehicles used for competition, or stolen vehicles
- (f) Service for vehicles illegally parked or impounded
- (g) Service when a vehicles is snowbound. We do not hoist, winch or shovel vehicles from unplowed roads, snow banks, snowbound driveways or curbside parking
- (h) Service for unlicensed vehicles
- (i) Towing or service on roads not regularly maintained including private property; Installation or removal of snow tires and chains nor dismounting, repairing, or rotating tires;
- (j) Vehicle storage charges, cost of parts and installation, products, fluids, keys, materials, impounding, and additional labor related to towing; or using dealer tags (Note: All trucks in New York have commercial license plates whether they are used for business or private use. If the truck is used for private use, we will dispatch)
- (k) Service to vehicles with expired safety inspection, license plate, and/or emission sticker where required by law;
- (l) Service to vehicles that are not in a safe condition to be towed;

- (m) Service in areas not regularly traveled, such as vacant lots, beaches, and open fields or other places that would be hazardous for service;
 - (n) Towing vehicles to a junkyard for disposal. Accidents, vehicle transport
 - (o) More than one tow or service call per disablement.; More than one service in a continuous 7 day period
 - (p) Repeated service calls or tows for a covered vehicle in need of routine maintenance or repair.
3. **Special Equipment.** Roadside Coverage provides one normally equipped service vehicle, one driver and one service call per disablement. Any additional personnel or special equipment is at the vehicle operator's expense and is not reimbursable.

Emergency Roadside services are provided by Roadside Protect Motor Club.