

ROADSIDE ASSISTANCE BENEFITS, TERMS & CONDITIONS

Whenever you, your spouse or your children under 24 living at home need roadside assistance for your vehicle, call our toll-free number (888)421-9239 twenty-four (24) hours a day and request dispatch service. We'll arrange to send help to your disabled vehicle from a participating facility. The Administrator will make payment to the service facility directly for covered dispatch expenses up to the benefit amounts described in COVERED EXPENSES.

Services are available in the United States and Canada.

COVERED EXPENSES:

- 1) **Towing** - When your vehicle is disabled due to mechanical breakdown, we will tow it to the nearest service facility of your choice up to up to \$100 of service. Additional expense will be your responsibility to pay to the towing provider.
- 2) **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.
- 3) **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.
- 4) **Lock Out/Replacement Key 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 lockout service and new key.
- 5) **Jump Start** – Jump start service will be provided to start your vehicle.
- 6) **Winching/Extraction** – If your vehicle is stuck in a ditch, mud or snow, but it is accessible from a normally traveled roadway, service will be given to either tow or winch the vehicle. Dispatch coverage for winching is limited to \$100; any expense incurred beyond \$100 will be your responsibility to pay to the service provider.

Roadside Assistance Service is limited to one (1) tow or service call per disablement. Limited to three (3) claims per 12 month period that begins on the enrollment date and subsequent anniversaries of the enrollment date.

Services are limited to non-commercial light duty vehicles up to 10,000 lbs. Gross Vehicle Weight Rating (GVWR).

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

REIMBURSEMENT BENEFITS:

If for any reason the dispatch center cannot provide the benefits listed in this program, you can use the service provider of your choice. The Administrator will reimburse you up to \$100 of service or the specific amount listed above in the covered expenses (whichever is less) upon presentation of the original paid service provider receipt. To receive reimbursement for towing and roadside assistance services, your reimbursement request must have the following:

- 1) Name, address and phone number.
- 2) A bill from service provider including a description of the service and charges.
- 3) Evidence that you paid the service provider (i.e. copy of check or duplicate check, credit card receipt, statement, etc.)

Completed documentation should be mailed to:

Roadside Protect Inc.

Attn: Reimbursement
P.O. Box 55698, Sherman Oaks, CA 91413
Phone 1-888-929-2918 – Claims Dept.

ROADSIDE ASSISTANCE SERVICE LIMITATIONS:

SERVICES NOT INCLUDED

The Program provides service for most emergency situations but does not include:

- Towing or service for vehicles that are not accessible to the service provider dispatched for services.
- Installation or removal of snow tires and chains nor dismounting, repairing, or rotating tires.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding, and additional labor related to towing.
- Service to vehicles with expired safety inspection, license plate, and/or emission sticker where required by law.
- Charging a weak or dead battery.

Roadside Protect, Inc.

Home Office: 1255 Hamilton Parkway, Itasca, IL 60143