



FREQUENTLY ASKED QUESTIONS

Q. How do I receive service with this program?

A. Call your local towing company if you need Roadside Assistance. If you can't locate help, call our dispatch at 1-855-646-1427.

Q. What are the hours that I can receive service at this number?

A. If you contact the number provided above, they are available to answer your call 24 hours a day, 7 days a week, 365 days a year.

Q. What Roadside services or qualify under this roadside assistance plan?

A. Services that qualify as Roadside Assistance:

1. **Towing** –the nearest qualified repair facility
2. **Lock-Out Service** - Assistance in unlocking the vehicle in the event the keys are lost or locked inside.
3. **Flat Tire Changing Assistance** – Assistance for the installation of a useable, inflated spare tire.
4. **Fuel, Oil, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid and water
5. **Jump Start** –jump starting of vehicle in the event the battery becomes discharged.

Q. What Roadside services can be dispatched via this roadside assistance plan?

A. Services that qualify as Roadside Assistance:

1. **Towing** – your vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
2. **Lock-Out Service** - Assistance will be provided in unlocking the vehicle in the event the keys are lost or locked inside.
3. **Flat Tire Changing Assistance** – Assistance will be provided for the installation of a useable, inflated spare tire.
4. **Fuel, Oil, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to the customer's vehicle. You are responsible for the costs of the actual fluids delivered.
5. **Jump Start** – The service provider will jump start your vehicle in the event the battery becomes discharged.

Q. Do I have to pay for the roadside charges?

A. You must pay for roadside service initially and then submit the original service purchase invoice and the subsequent roadside service to the Administrator for reimbursement. The Administrator will mail you a check covering up to a maximum of \$75 per service provided.

Q. Where do I mail my documents to be reimbursed?

A. Submit the documentation to:

Roadside Assistance
P.O. Box 33535
Denver, CO 80233

Q. How long does it take to receive my reimbursement check?

A. You will receive your check in only 7-10 business days from the time that the Administrator receives your documents.



Q. If my repair shop elects to terminate participation in the program, will I still receive roadside service for repair work I had performed while my shop was participating?

A. Yes. If your shop elects to terminate participation in the program, the administrator will cover all customers who had eligible repair performed during the period that your shop participated in the program, for the full term of their eligibility.

Q. If I drive outside of Canada, am I still covered under the roadside program?

A. Yes. The customer is covered anywhere within the roadside assistance parameters throughout Canada and the U.S.

Q. What form of payment does the service provider accept for the roadside charges?

A. Credit card or cash.