

24-Hour Roadside Assistance Terms and Conditions

Your Roadside Assistance coverage has been given to you at no cost by the automotive service facility where you recently received service for your vehicle. **Your Roadside Assistance Coverage begins on the date identified on your invoice of \$50 or more from the participating authorized service facility and continues for 365 days from the day of the invoice.** All services provided through the Roadside Assistance Program are described below:

Covered Vehicle: Coverage will be specific to the vehicle identified on the invoice (the "Covered Vehicle") and will be provided to the vehicle owner, his/her spouse when driving the covered Vehicle. Requests for roadside assistance will only be honored for Covered Vehicles under the program.

Excluded Vehicles: Vehicles with a manufacturer's load rating capacity greater than 1 ton. Any vehicle with a load capacity of 1 ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes and any motorcycles. Any emergency service vehicle. Any vehicle used for farm, ranch, agriculture, or off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).

Roadside Assistance: If you are in need of roadside assistance, call the toll-free number 1-855-276-9307 and choose the option for roadside assistance

Covered Services

Benefit Limit per occurrence for covered services is \$75 per disablement and is limited to two (2) roadside assistance claims per 365-day period. This is a reimbursement program; you will be reimbursed for covered services up to the \$75 per occurrence benefit limit upon our receipt of your reimbursement claim.

- 1. Towing:** When towing is necessary, the disabled Covered Vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
- 2. Lock-Out Assistance:** Assistance will be provided in unlocking the Covered Vehicle in the event the keys are lost or locked inside.
- 3. Flat Tire Assistance:** If the Covered Vehicle's spare tire is serviceable, it will be installed to replace the flat tire. If the disabled Covered Vehicle has no serviceable spare, or if it has two or more flat tires, the vehicle will be towed.
- 4. Fuel, Oil, and Coolant Delivery Service:** An emergency supply of gasoline (where permitted), oil, coolant, and water will be delivered to any Covered Vehicle in immediate need. The customer must pay for the costs of the actual fluids delivered.
- 5. Battery Jump-Start:** If a battery failure occurs, a battery jumpstart will be provided to start the Covered Vehicle.

Roadside assistance is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. The driver of the Covered Vehicle must be with the Covered Vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the Covered Vehicle, there may be an associated fee that is not reimbursable under the terms of this program.

Reimbursement Procedures

To be eligible, you must call the toll-free number 1-855-276-9307 to request the Roadside Assistance. You will be reimbursed for any payments made by you for authorized covered services up to the specified benefit limit of \$75.00. Coverage begins on the date identified on your invoice from the participating authorized service facility and continues for 365 days. Service secured through any source will not be refunded.

To file a claim, you must submit the following information within sixty (60) days of the disablement:

1. Copy of the invoice of a minimum of \$50 before taxes, from the automotive service facility showing the following:
 - Name and Address of the Authorized Service Facility from the Uni-Select Network

- Legible Date
 - Customer Name, Home Address, Phone Number
 - Vehicle Year, Make, Model, and Mileage
 - Your current contact information including phone number and address; who the driver of the vehicle was at the time of the disablement and their relation to the vehicle owner identified on the invoice; and type of assistance for which you are requesting reimbursement.
2. Copy of your original receipt or credit card statement showing transaction for roadside assistance service performed which must include
 - The name and the complete contact information of the roadside assistance company,
 - Description of the service provided
 - Name and contact information of the driver of the vehicle at the moment when the service was requested
 - Vehicle year, make, model and mileage

Submit all documents to:

Assistance Plus Team
71 Broadway Street, Orangeville
ON, L9W 1K1
1.855.276.9307
Fax: 1-855-943-1538
Email: assistanceplus@uniselect.com

Services Not Covered – This program will not be invoiced or reimbursed in the following conditions

1. Repair or damage to a Covered Vehicle.
2. Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
3. Repair or removing of any tires, snow tires, or chains.
4. Service on a vehicle that is not in a safe condition to be towed
5. Impound towing or towing by other than an authorized service provider
6. Vehicle storage charges.
7. Any additional labour related to towing due to specialized equipment or processes required to transport your Covered Vehicle due to non-factory modifications or enhancements made to the Covered Vehicle.
8. Towing from a service station, garage or repair shop.
9. A second tow for the same disablement.
10. Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
11. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
12. Traffic fines, citations or penalties.
13. Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle in the commission of a felony.
14. Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
15. Non-emergency towing or other non-emergency service.

Service Providers: Neither 24-Hour Roadside Assistance, nor the participating automotive service facility is responsible for acts or omissions of independent contractors.