

Roadside Assistance Program Benefits Terms and Conditions

Roadside Assistance Services Provided:

- Vehicle Towing
- Vehicle Fuel Delivery (Member pays for fuel)
- Vehicle Extrication
- Vehicle Tire Change (With Member spare)
- Vehicle Lock-Out
- Vehicle Jump Start

Roadside Assistance Service Includes:

- Telephone roadside dispatch twenty-four hours a day, seven days a week handled by a live agent.
- Three claim limit per year for each active member.
- \$100 maximum benefit for each roadside assistance service delivered.
- Full road and towing services for all self-propelled, four-wheeled vehicles, trucks and RV's with a carrying capacity of up to one ton (2000 pounds) designed, licensed, and used for private, on-road transportation up to five miles from hook up to nearest service facility.
- Partial road services for recreational vehicles and trucks with more than four wheels and/or a carrying of more than one ton consisting of starting and gasoline/diesel fuel delivery service only.
- Motorcycles are provided service

Roadside Assistance Service Excludes:

- Service if member is not with the disabled vehicle.
- Transportation for the member to the vehicle for service or from the vehicle to another destination after service has been rendered
- Service will not be rendered in areas not regularly traveled, such as vacant lots, beaches, open fields or other places, which would be hazardous for service vehicles to reach.
- Towing of a vehicle off a boat dock or marina.
- Delivery or Repair of tires.
- Installation or Removal of snow tires and chains nor dismounting, repairing or rotating tires.
- Vehicle's storage charges.
- Cost of Parts, installation, products, materials, impounding and additional labor relating to towing.
- Service of any kind on vehicles used for commercial purposes 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.)
- Service for taxicabs, tractors, boats, trailers, dune buggies, or vehicles used for competition, or stolen vehicles.
- Service for unlicensed vehicles
- Service for vehicles with expired safety inspection sticker, license plate sticker, and/or emission sticker(s) where required by law.
- Service for vehicles illegally parked or impounded.
- Repeated service calls for a car in need of routine maintenance
- Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles from unplowed roads, snow banks, snowbound driveways or curbside parking.