



24 Hour Roadside Assistance Terms and Conditions

Your 24 Hour Roadside Assistance coverage has been given to you for free by the automotive service facility where you recently received service for your vehicle. Your 24 Hour Roadside Assistance Coverage begins on the date of your qualified service through the participating authorized service facility and continues until 90 days from the date of your service invoice. All services provided through the 24 Hour Roadside Assistance program are described below:

Covered Vehicle:

Coverage will be vehicle specific and will be provided to the vehicle owner, spouse and/or dependent children when driving the covered vehicle. Requests for roadside assistance will only be honored for vehicles registered as covered under the program.

Covered Vehicles exclude recreational vehicles (RV's), trucks over one and a half ton capacity, taxicabs, limousines, other commercial vehicles, off-road vehicles, all terrain vehicles (ATV's), campers, travel trailers, and vehicles in tow.

Roadside Assistance:

If you are in need of roadside assistance, call the 24 Hour Roadside Assistance number listed on your service invoice.

Covered Services - Benefit Limit per occurrence for covered services is \$50 per disablement. This is a reimbursement program, however you must contact MyAutoExpert for roadside assistance service to be eligible for reimbursement. The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed by MyAutoExpert for covered services up to the \$50 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, Fluid and Water Delivery Service** - An emergency supply of gasoline (where permitted), oil, fluid 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. **Accident Assistance** - If a covered vehicle is involved in a collision and towing is necessary, the vehicle will be towed to the nearest qualified repair facility or the repair facility of your choice.
6. **Battery Jump-Start** - If a battery failure occurs, a battery jump-start will be provided to start the Covered Vehicle.

Service Limits & Requirements:

Coverage will be vehicle specific and will be provided to the vehicle owner, spouse and/or dependent children when driving the covered vehicle. A benefit limit of fifty (\$50) dollars per occurrence applies to all roadside assistance services.

Your 24 Hour Roadside Assistance coverage includes up to one (1) covered occurrence per vehicle per 90-day period.

Your membership 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.

Reimbursement Procedures:

You must contact MyAutoExpert directly for service for the covered vehicle. In the event that you contact MyAutoExpert for a covered service and dispatch assistance is provided for your disablement, you will be reimbursed for any payments made by you for authorized covered services up to the specified benefit limits. Otherwise, service secured through any source other than MyAutoExpert will not be reimbursed.

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

- #1 Original receipt for roadside assistance service performed;
- #2 Copy of the receipt from the automotive service facility with approval stamp for roadside assistance coverage easily legible and date of qualifying service included;
- #3 Customer Name, Home Address and Phone Number.

Submit all reimbursement claims to the following address:

MyAutoExpert Roadside Assistance Claims
PO Box 17599
Golden, CO 80402-6026

Services Not Covered:

1. Repair or damage to a Covered Vehicle.
2. Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
3. Tire repair or non-emergency mounting or removing of any tires, snow tires, or chains.
4. Service on a vehicle that is not in a safe condition to be towed. Impound towing or towing by other than an authorized service provider; vehicle storage charges. Any additional labor 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. Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service station or garage. A second tow for the same disablement. 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. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law. Traffic fines, citations or penalties.
5. 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.
6. Repeated service calls for a Covered Vehicle in need of routine maintenance or repair. Only one disablement for the same cause during any seven-day period will be accepted. Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
7. Non-emergency towing or other non-emergency service.

Service Providers:

MyAutoExpert 24 Hour Roadside Assistance operates through a network of contracted service providers who have agreements to perform road and towing service for the customers of registered automotive service facilities. As independent contractors, they have exclusive control over their own equipment and personnel.

Neither MyAutoExpert, nor the participating automotive service facility is responsible for acts or omissions of independent contractors.