

RESCUE ASSURANCE PROGRAM



This complimentary Rescue Assurance 24-Hour Roadside Assistance Program (the "Program") Certificate has been given to you at no additional charge by the automotive service facility where you recently received service for your vehicle. Your Program benefits begin on the date identified on your invoice from the participating authorized service facility and continue for 365 days from the date of your invoice, or until you submit a claim for reimbursement, whichever occurs first. All services provided through the Program are described below:

ELIGIBLE VEHICLE: Benefits are specific to the vehicle identified on the invoice (the "Eligible Vehicle") and will be provided to the vehicle owner, spouse and/or dependent children when driving the Eligible Vehicle. Requests for roadside assistance will only be honored for Eligible Vehicles under the program.

Eligible Vehicles exclude: vehicles with a manufacturer's load rating capacity greater than one ton. Any vehicle with a load capacity of one 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. Any motorcycles. Any emergency service vehicle, any vehicle used for hire, towing, construction or postal service. 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 1-877-427-7411.

ELIGIBLE SERVICES: The Benefit Limit per occurrence for eligible services is \$75 per disablement and is limited to one (1) roadside assistance claim per Program Certificate within the 365-day period. This is a reimbursement program; however, you must contact Rescue Assurance 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 for eligible services up to the \$75 per occurrence benefit limit upon our receipt of your valid request for reimbursement.

1. **Towing** - When towing is necessary, the disabled Eligible 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 Eligible Vehicle in the event the keys are lost or locked inside.
3. **Flat Tire Assistance** - If the Eligible Vehicle's spare tire is serviceable, it will be installed to replace the flat tire. If the disabled Eligible 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 Eligible 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 jump-start will be provided to start the Eligible Vehicle.

SERVICE LIMITS & REQUIREMENTS:

- Service is limited to the Eligible Vehicle and will be provided to the vehicle owner, spouse and/or dependent children when driving the Eligible Vehicle.
- A benefit limit of seventy-five (\$75) dollars per occurrence applies to all roadside assistance services.
- 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 Eligible Vehicle must be with the Eligible Vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. **If the driver is not with the Eligible Vehicle, there may be an associated fee that is not reimbursable under the terms of this Program.**

REIMBURSEMENT PROCEDURES: In order to be eligible for reimbursement, you must contact Rescue Assurance directly to obtain service for the Eligible Vehicle. In the event that you contact Rescue Assurance for an eligible service and dispatch assistance is provided for your disablement, you may submit a request for reimbursement for a payment made by you for authorized eligible services up to the specified benefit limit. Service secured through any source other than Rescue Assurance will not be reimbursed.

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

1. Your current contact information including phone number and address; who the driver of the vehicle was at time of disablement and their relation to the vehicle owner identified on the invoice; and type of assistance for which you are requesting reimbursement.
2. A legible copy of receipt for roadside assistance service performed.
3. A legible copy of Program Certificate.
4. Copy of the invoice from the automotive service facility showing the following:

A Legible Date, and
Customer Name, Home Address, Phone Number, and
Vehicle Year, Make, Model

Submit reimbursement claims by fax to 1-866-449-3239, by email to tireclaims@sonsio.com or by postal mail to:

Rescue Assurance Claims
P.O. Box 17659
Golden, CO 80402-6027

EXCLUSIONS: This Program will not pay or reimburse for:

1. Repair or damage to an Eligible 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 secured through any source other than Rescue Assurance will not be reimbursed.
5. Service on a vehicle that is not in a safe condition to be towed.
6. Impound towing or towing by other than an authorized service provider; vehicle storage charges.
7. Any additional labor related to towing due to specialized equipment or processes required to transport your Eligible Vehicle due to non-factory modifications or enhancements made to the Eligible Vehicle.
8. Towing from or repair work performed at a service station, garage or repair shop.
9. Towing by other than a licensed service station or garage.
10. A second tow for the same disablement.
11. 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.
12. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law.
13. Traffic fines, citations or penalties.
14. Emergencies resulting from the use of intoxicants or narcotics, or the use of the Eligible Vehicle in the commission of a felony.
15. Any roadside assistance services provided to an Eligible Vehicle by a private citizen's assistance.
16. Non-emergency towing or other non-emergency service.

SERVICE PROVIDERS: Rescue Assurance 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 Rescue Assurance, nor the participating automotive service facility is responsible for acts or omissions of independent contractors.

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This uniquely numbered Program Certificate is valid for reimbursement of one claim within the benefit period. After receiving reimbursement for a valid claim, discard this certificate or mark it as used.