

CUSTOMER AGRENT 2025



Membership Agreement By Roadside Protect, Inc.

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| MEMBER'S NAME (LAST) MEMBER'S STREET ADDRESS | | | | | (FIRST) (MI | | | | | | | (MIDDLE INITIAL) | |
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| | at 1000 W, Irving Park In the event that servic according to the cover must first contact Road You have the right to fi | e is not obtainable thro age limits outlined in thi Iside Protect for pre-au le a compliment, feedba PO Box 681459 Schau | ugh a fran s Agreem thorization ck, sugge | chise dea ent. Shou to obtair stion, or | aler, upon ` Id you obt independ complaint | Your writter ain service ent service by submitti | n reque or rep es. ing a w | est You will lacement o | receive utside o | a refund of f a franchi | of paymentise dealer, ect's Custo | ts made , You omer | |
| BENEF | ITS AND SERVIC | ES | | | | | | | | | | | |
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| an | nd understand and agre nancing for this VEHIC | e to the provisions here | | | | | | | | | | | |
| | MEMBER'S SIGNATURE | Date | | | | | | | SELLING | DEALER'S S | SIGNATURE | DATE | |

White - Administrator Yellow - Lienholder

Pink - Dealership

24-HOUR EMERGENCY TOWING AND ROADSIDE ASSISTANCE

You can purchase a Rescue Roadside Membership for the vehicle registered with Roadside Protect. The following are covered roadside assistance services, subject to per occurrence limit below with a maximum of three (3) claims per contract year:

Towing - mechanical breakdown - up to 100 miles back to the selling auto dealer or nearest repair facility

Flat Tire Change - ISP changes Your tire with their working spare

EV Battery Boost - if Your vehicle has experienced a mechanical breakdown or vehicle disablement due to an undercharged/exhausted battery, we will dispatch an ISP to their Location. If the vehicle's battery is able to be charged, the ISP will charge it for up to 15 minutes. This service may not be available in all areas and/or for all Electric Vehicle makes and models. If this service is not available in the Your area, WE will arrange to have the Your vehicle towed to the nearest charging station up to 100 miles.

Lockout Service - if you lock your key in the vehicle, we will arrange for a service to unlock it. Key replacement is not included

Vehicle Extraction - If the Your vehicle is stuck within 50 feet of a paved road, an ISP will winch it back to the street

Rideshare assistance - In the event of a mechanical breakdown event where a tow is required, we can arrange for a ride up to \$50.00 where available.

During the term of the Your roadside assistance services contract, emergency roadside assistance is available twenty-four (24) hours a day, every day of the year. Subject to the terms of this section, WE will reimburse up to one hundred dollars (\$100) for each use of roadside assistance services should a Customer secure service on their own. You are responsible for any costs exceeding listed benefits per occurrence. You will only be reimbursed if use of roadside assistance services is related to a MECHANICAL BREAKDOWN covered under the contract and is available only for the vehicle registered with Roadside Protect. All of the services provided are described herein and are applicable throughout the United States.

All benefits are subject to the limitations contained in the motor club form exclusions.

Exclusions - Only EV vehicles are covered under this program. Accidents, theft, acts of god, and transporting of a vehicle for non-emergency breakdowns are not covered. Service requested at a location that is not a legal paved road are excluded.

To request assistance, call TOLL-FREE 1- 800-713-3970 and a service vehicle will be dispatched to Your location. Important: Please be with Your Vehicle when the service provider arrives, as they cannot service an unattended vehicle unless it is unsafe to remain with the vehicle. Service provided must be a covered benefit under the terms and conditions of this Membership. Please Note: Coverage is extended to Your Vehicle only. Towing obtained through any source other than Roadside Protect is not covered and is not reimbursable unless prior authorization has been obtained. This is not a Towing Reimbursement Service.

To arrange assistance under this Membership, You must first call TOLL FREE 1-800-713-3970 to obtain prior authorization from Roadside Protect. Services received independently are not covered or reimbursable without prior authorization.

EMERGENCY TRIP INTERRUPTION

When you are involved in an Accident and your vehicle requires a tow, the emergency trip interruption reimbursement assistance benefit will reimburse you for eligible Trip Interruption Expenses incurred up to a \$250.00 per day maximum, including a total maximum benefit up to \$500.00 annually. Eligible Expenses are limited to costs you incur for food, transportation, car rental and/or lodging as defined below within the immediate 72 hours following an accident which disables your vehicle for a period lasting a minimum of 24 hours or which requires you to stay overnight before the accident repairs can be completed and which occurs at least 50 miles from your primary residence.

Assistance is extended to you and the registered Eligible Vehicle. You are allowed up to one claim per Benefit Period. Benefits are not transferable. An Eligible Vehicle means a EV passenger vehicle you have registered with us.

To Qualify for Reimbursement

You must be driving an Eligible Vehicle; and

You must call for preauthorization at (800-713-3970); and

The vehicle must be disabled due to an accident as defined below; and

The vehicle disablement period must be a minimum of 24 hours or require an overnight stay before repairs can be completed; and

Eligible Expenses are incurred within the immediate 72 hours following the accident which disables your vehicle; and

The vehicle disablement must occur at least 50 miles from your primary residence; and

Requests for reimbursement of Expenses must be submitted within sixty (60) days of the original date of the Accident.

"Eligible Expenses" mean expenses incurred for food purchased from a licensed food vendor (e.g., restaurants, grocery stores, etc.), transportation from a licensed transportation company, car rental from a licensed rental company and lodging purchased from a commercial lodging establishment and are limited to costs you incur within the immediate 72 hours following an Accident which disables your vehicle for a period lasting a minimum of 24 hours or which requires you to stay overnight before the repairs can be completed and which occurs at least 50 miles from your primary residence.

Submit your written request for reimbursement along with the required documents listed below by email or postal mail within sixty (60) days of the original date of the accident. Requests submitted after 60 days are not eligible for reimbursement.

Requests may be sent by:

Email to claims@roadsideprotect.com

Postal Mail to Roadside Protect, Inc., PO Box 681459, Schaumburg, IL 60168

Your written request for reimbursement which must include the following so that we can contact you if necessary for additional or missing

information:

[Client Name Customer/Membership] Number

Your First and Last Name

The best way to reach you (telephone, email address, or postal address)

Your complete mailing address

Authorization number

The paid repair invoice showing:

The name, address, and telephone number of the repairing facility;

The year, make, model, and mileage of the disabled vehicle;

The date and time the vehicle was left for repairs and the date and time the vehicle was ready and back in service;

The name of the driver/customer that requested and paid for the repairs to the disabled vehicle;

A description of the accident and the parts and labor required to repair the vehicle;

Receipts for eligible Expenses incurred during the immediate 72 hour period following the vehicle disablement; and

Any other documents as requested to verify the claim

If the documentation submitted is verified and approved, you will receive your reimbursement check promptly by mail.

Exclusions - The Program will not pay or reimburse for:

Any costs or expenses you incur related to a non-accident related repairs or any damage

Any costs or expenses you incur resulting from anything other than your vehicle's accident due to workmanship or the failure of parts

Requests for reimbursement of non-eligible Expenses

Any costs or expenses you incur related to fraud, abuse, intentional acts, war or hostilities of any kind or arising from illegal activity

Any costs or expenses you incur involving alterations made to the Eligible Vehicle or using the Eligible Vehicle in a manner which is not recommended by the manufacturer.

Any costs or expenses you incur involving damage caused by any outside element including but not limited to theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood.

TIRE PROTECTION REIMBURSEMENT

The Tire Protection Reimbursement benefit will reimburse you for eligible Expenses incurred up to a maximum benefit of \$200.00 for replacement or \$50.00 for repair. We will reimburse you the cost to repair, or if non-repairable, the cost to replace a damaged tire on the Covered Vehicle if damage is caused by a road hazard on a public roadway. Road hazard is defined as objects and road conditions such as potholes, rocks, wood debris, metal parts, plastic or composite scraps or any item causing tire damage other than wear and tear and those conditions excluded below.

Tire Hazard Protection Reimbursements apply:

Tire Repair - You will be reimbursed for the full charges incurred for the repair of the flat tire(s) up to \$50 per occurrence.

Tire Replacement – You will be reimbursed for a replacement tire should the tire become non-repairable due to impact breaks, snags, punctures, or other road hazards up to \$200.00.

Your tire must have more than 3/32" tread depth remaining to be eligible for reimbursement. Important: You will be reimbursed for the cost of a new tire plus mounting and balancing (excluding new valve stem, TPMS and sales tax) as shown on the sales invoice. Limited to 1 claim per vehicle during the Benefit Period.

To Qualify for Reimbursement

You must be driving an Eligible Vehicle; and

You must call for preauthorization at 800-713-3970; and Requests for reimbursement of Expenses must be submitted within sixty (60) days of the original date of the road hazard event.

"Eligible Expenses" mean expenses incurred for repairs or replacing tires with a minimum of 3/32" or for a period of 12 months from membership purchase date by a licensed vendor. Only the cost of a repair or new tire plus mount and balancing (excluding TPMS and sales tax) as shown on the sales invoice with qualify for reimbursement.

Submit your written request for reimbursement along with the required documents listed below by email or postal mail within sixty (60) days of the original date of the authorization. Requests submitted after 60 days are not eligible for reimbursement.

Requests may be sent by:

Email to claims@roadsideprotect.com

Postal Mail to Roadside Protect, Inc., PO Box 681459, Schaumburg, IL 60168

Your written request for reimbursement which must include the following so that we can contact you if necessary for additional or missing information: [Client Name Customer/Membership] Number

Your First and Last Name

The best way to reach you (telephone, email address, or postaladdress)

Your complete mailing address

Authorization number

The paid invoice showing:

The name, address, and telephone number of the licensed vendor;

The year, make, model, and mileage of the vehicle requiring new tire;

The name of the driver/customer that requested and paid for the repairs to the disabled vehicle;

The details of damaged tire including DOT, brand, model and damage information;

The details for new tire replacement or tire repair;

Receipts for eligible Expenses incurred; and

Pictures of the damaged tires including damaged area, DOT, brand and model if requested by administrator; and Any other documents as requested to verify the claim

If the documentation submitted is verified and approved, you will receive your reimbursement check promptly by mail.

Exclusions and limitations: this program will not pay or reimburse for: Failures to tires occurring when any part of the tire tread that comes in contact with the road has a tread depth of 3/32" or less.

Damage, replacements, or repairs to tires due to wear and tear.

Tires which are otherwise not recommended by the manufacturer. Cosmetic damage,

i.e. damage that does not affect the structural integrity of the tire.

Damage to tires in either the side wall or tread area due to dry rot, cracking, or peeling.

Loss, damage or expense caused by accidents, collision, theft, snow chains, explosion, lightning, earthquakes, fire, windstorms, water, floods, malicious mischief, vandalism, civil commotion, riots, war.

Repairs or replacements due to manufacturer recall, defect or warranty, or any reason the manufacturer will repair or replace at its expense or at a reduced cost.

Damage that is caused by or occurs after a tire is no longer serviceable because of misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, improper maintenance, improper or failed repairs, improper rotation, valve stem corrosion, valve stem leakage or failure, tire sealants, brake lock up, wheel spinning, torque snags, etc.

Loss, damage or expense as a result of off-road use (i.e., driving on anything that is not a paved or gravel road maintained by the state or local authority or state or national park services, or improved campgrounds).

Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing, etc.) or interference with vehicle components (e.g., fenders, exhaust, springs, etc.)

Tires that have been repaired in a manner other than per industry approved methods, which include tia and/or rma repair guidelines.

Tires that have been retreaded, recapped, regrooved, remolded, or tubed.

Damage to used tires that have been installed on the eligible vehicle. Coverage is limited to the tires installed on your vehicle as of the effective date of this program and new tires only.

Tires installed on vehicles used for competitive driving or racing, police or emergency service, principally off-road use, snow removal, carriage of passengers for hire except for Rideshare services, commercial towing, construction, postal service, farm, ranch, or agriculture, motorcycles, all terrain vehicles, or trailers.

Vehicles exceeding a gross vehicle weight rating of 10,000 pounds

Charges for TPMS and sales tax

Pre-existing, consequential, incidental, secondary damages or unreasonable costs that you may incur as a result of the need to repair or replace a tire.

CANCELLATION

You may cancel this Membership within thirty (30) days for a full refund of the amount paid less any paid claims by calling Roadside Protect at 1-800 713-3970 After thirty (30) days, You may cancel this Membership by writing to Roadside Protect Inc., P.O. Box 681459, Schaumburg, IL 60168 for a pro- rata refund of the amount paid for the Membership less any paid claims and a cancellation fee of fifty (\$50.00) dollars.

Residents of Oklahoma, California, Maryland, Nevada, and Montana will not have a cancellation fee deducted from their cancellation refund. Residents of Alabama will be subject to a cancellation fee of twenty-five (\$25.00) dollars.

Any refunds from your cancellation will be paid or credited no more than 45 days or sooner if required by a state from the date Roadside Protect receives notice of Your request for cancelation.

Roadside Protect reserves the right to cancel this Membership at any time by refunding the original purchase price less any services provided or claims paid to You, including for the following reasons:

- Cancellation for fraud or material misrepresentation on Your part will be effective thirty (30) days after delivery or first-class mailing of a written notice to You.
- Cancellation for non-payment of this Membership by You will be effective ten (10) days after delivery or first class mailing of a written notice to You.

Any refunds for cancellation by Roadside Protect will be credited or paid to You within 45 days or sooner if required by a state from the effective date of cancellation.

DEFINITIONS

- Member, You, Your refer to the person(s) who is a member in this program.
- 5 Roadside Protect, Inc. or Roadside Protect of 1000 W, Irving Park Rd. Itasca, IL 60143, is the obligor and administrator of Your Membership.
- Membership means this Rescue Roadside Membership Agreement.
- Your Vehicle or Registered Vehicle is identified in Member Information above (Vehicle Identification Number, year, and model) and must be owned or leased (12 month lease or longer) by the Member.
- Issuing Dealer means the Dealer from whom You purchased this Membership.

SERVICE LIMITS AND REQUIREMENTS

This Membership is intended to cover emergencies. You must be with Your Vehicle when the service provider arrives as assistance cannot be provided to an unattended vehicle. Key assistance cannot be provided to an unattended vehicle unless it is unsafe to stay with the vehicle. This is not a Roadside Assistance Reimbursement Service. This Membership must be active, and the Member must contact Roadside Protect directly for service. In the event that Roadside Protect is unable to provide locksmith assistance, the Member will be authorized by Roadside Protect to obtain service from another service provider. In this event the Member will be reimbursed for any payments made for authorized covered services up to the specified benefit limits. Otherwise, service secured through any source other than Roadside Protect will not be reimbursed.

EXCLUSIONS

- Repair or damage to Your Vehicle or other property. Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants
 or narcotics, or the use of Your Vehicle in the commission of a felony. Any assistance services provided by a private citizen's assistance is not
 covered and is not reimbursable.
- 2. Any and all taxes and fines.
- 3. If Your Vehicle is in an unsafe condition or location.
- 4. Any replacement made without Roadside Protect 's prior authorization.
- 5. Any repair or replacement covered by warranty, recall or acknowledgement of responsibility issued by the manufacturer.
- 6. If Your Vehicle is leased, any claim filed after the lease termination date.

TRANSFER

This MEMBERSHIP is not transferable.

CHANGE OF ADDRESS OR CONTACT INFORMATION

If there are changes to YOUR personal information including name, address or telephone number, please contact 800-713-3970