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EMERGENCY ROADSIDE ASSISTANCE MEMBERSHIP HANDBOOK



Roadside[®]
MASTERS.COM

Membership Handbook

This Emergency Roadside Assistance Membership Program is brought to you by RoadsideMASTERS.com and its affiliates. This handbook outlines the contract between RoadsideMASTERS.com and its registered Members.

Truck Plan Membership Services Handbook

Your guide to all benefits and services provided by RoadsideMASTERS.com through your Emergency Roadside Service Membership registration.

Member Privileges

Emergency Roadside Assistance is available 24 hours a day, every day of the year in the United States and Canada. You will only have to pay for any non-covered expenses or covered costs in excess of your per occurrence maximum. Service must be a covered benefit under the terms and conditions of this contract and is available only for the vehicle (herein after referred to as "Covered Vehicle") registered with RoadsideMASTERS.com and any qualifying trailer.

1. The 24-hour roadside assistance services are available to you at no cost per occurrence for covered roadside emergencies as defined in this document. You are responsible for any non-covered expenses.
2. Your Membership Card is issued within your account at <https://www.roadsidemasters.com/memberlogin/>. This card is invalid if the policy for which it was issued lapses or is terminated. Login to your account to print your Membership Card.
3. If you have lost your Membership Card, you can download and print a new copy by logging into your account at <https://www.roadsidemasters.com/memberlogin/>.
4. If you need to update your information including the Covered Vehicle on your membership, please login to your membership account at <https://www.roadsidemasters.com/memberlogin/>. **Allow up to 7 business days for changes to take effect. Membership service will not be available at that time. Be sure you have the correct vehicle listed on your membership account. Vehicles not listed on your membership account will not be eligible for coverage service.** At the conclusion of any changes you make to your membership account, you will be sent an email confirmation immediately with the new activation date of your membership. Please make sure to retain a copy of the email sent for your records. If you have any questions contact RoadsideMASTERS.com Membership Department at 1-800-283-1373 or email membership@roadsidemasters.com and we will assist you. The Member Area (Login Portal) is also located on the top right of the RoadsideMASTERS.com website.
5. All benefits and services are provided by Roadside Transportation LLC., d/b/a RoadsideMASTERS.com, administrative offices at 2665 South Bayshore Drive, Suite 220, Coconut Grove, FL 33133. Referred to as "RoadsideMASTERS.com" throughout these Terms and Conditions.
6. In the event that 24-hour roadside assistance service is not obtainable through RoadsideMASTERS.com, you will receive an authorization number from RoadsideMASTERS.com to obtain service from another service provider. Upon your written request, including the authorization number and validated receipt(s), you will receive a refund (if any) of payments made for services received independently according to the coverage limits outlined in these terms and conditions. You must first contact RoadsideMASTERS.com for authorization to obtain services independently of the program. **THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM, NOR A MAINTENANCE PROGRAM AND SHOULD BE TREATED ACCORDINGLY.**
7. You have the right to file a compliment or complaint by submitting a written letter to RoadsideMASTERS.com's Customer Care Department, contacting a representative by calling 1-800-283-1373, or e-mailing to membership@roadsidemasters.com.
8. Cancellation, Refund and Membership Information terms are located at the bottom of this document (C. CANCELLATION D. CHANGE OF ADDRESS OR CONTACT INFORMATION).
9. The information you provide for order processing (phone number, email and address), may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. As a member of RoadsideMASTERS.com you agree to receive the listed information. You can choose to opt out any time by using the various methods of unsubscribing located within the email or text message we send you. For more information regarding the use of your information visit this link: <https://www.roadsidemasters.com/privacy-policy.php>.

All of the services provided are described herein and are applicable throughout the United States and Canada. However, we do wish to inform you that this is a commercial vehicle emergency roadside assistance membership program; it does not replace your vehicle insurance.

RoadsideMASTERS.com Dispatch Service

A. 24-HOUR EMERGENCY ROADSIDE ASSISTANCE SERVICE – Just call the **TOLL-FREE** Number, **1-800-283-1373**, and a service vehicle will be dispatched to your assistance. **Important:** Please be with your vehicle when the service provider arrives, unless it is unsafe to remain with the vehicle, as they cannot service an unattended vehicle. You must be with your vehicle to receive service – **NO EXCEPTIONS**. When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-283-1373** immediately within the first twenty (20) minutes to cancel the dispatch request (see **C. Cancellation**). Service provided must be a covered benefit under the terms and conditions described in this agreement. **Note:** 24-Hour Emergency Roadside Assistance Service is designed to assist members whose Covered Vehicles are fully disabled (unable to move the vehicle) as a result of unavoidable circumstances. It is not intended to be a substitute for vehicle maintenance or repair. Towing assistance will only be covered from a roadside disablement location. Covered services may not be requested from a residence, dealer, truck stop with on-site repair facility or repair facility. Nor is a covered service available if the covered vehicle is broken down next to, or adjacent to, a residence, dealer, truck stop with on-site repair facility or repair facility. **Excessive claims for services will result in cancellation and possibly non-renewal of the membership. Excessive use is defined as three services within a 3-month period.**

To Receive the Fastest Service Possible, please have the following information ready to give the Roadside Assistance Coordinator:

1. Your name and membership number
2. Phone number you are calling from
3. Covered Vehicle description and last 8 characters of the VIN number
4. A text message will be sent to you from dispatch to your cell phone or tablet, **please make sure your location sharing is turned on** so we can access your exact co-ordinates using our proprietary GPS technology to get you the fastest service possible.
5. Nature of disablement (flat tire, won't start, etc.)

B. The following are covered emergencies, subject to the per occurrence limitation noted. You will only have to pay for any costs in excess of the per occurrence limit plus any non-covered costs. Only one disablement during a seven (7) day period will be accepted, except for Fuel Delivery Service, which is limited to one call per year.

Covered Benefits:

- (1) **Tractor & Trailer Towing Together** – When your Covered Vehicle is disabled due to a mechanical breakdown, it will be towed to the nearest certified repair facility or dealership of your choice, up to fifty (50) miles or up to two (2) hours port-to-port, dependent on how the service provider charges. The truck for purposes of towing includes both the tractor and trailer, state law permitting. The removal of the drive shaft and any expenses incurred beyond membership limits will be the responsibility of the member, payable directly to the service provider, and are not reimbursable. In either case, service is limited to three tows per 12 month contract. See **Limits of Services** and accidents.
- (2) **Flat Tire Assistance** – Service consists of the removal of the flat tire for the Covered Vehicle, and its replacement with the mounted spare tire located with the Covered Vehicle, up to \$150.00 per occurrence. The truck program for flat tire assistance excludes coverage for trailers.
- (3) **Tire Replacement Assistance** – When a replacement tire is needed for the Covered Vehicle (tractor only), the cost of the service call to deliver a replacement tire to the disablement site will be covered up to \$100.00 per occurrence. Coverage does not cover cost of the tire and its installation.
- (4) **Tire Repair Assistance** – Service consists of a roadside tire repair for a mounted tractor tire, up to \$100.00 per occurrence. Tire repair assistance excludes service to the trailer tires.
- (5) **Mobile Mechanic Service** – Mobile Mechanic Service is available for the Covered Vehicle in lieu of towing, if the disablement can be resolved roadside, up to a maximum of \$100.00 per occurrence. You must pay for any mileage, parts and labor.

- (6) **Oil, Fluid and Water Delivery Service** – An emergency supply of oil, fluid and water will be delivered if your Covered Vehicle becomes disabled due to running out of fluids, up to \$100.00 per occurrence. You must pay for the cost of the oil, fluid or water, if any.
- (7) **Fuel Delivery Service** – An emergency supply of up to thirty (30) gallons of fuel will be delivered if your Covered Vehicle is in immediate need, up to \$100.00 per occurrence. You must pay for the cost of fuel.
- (8) **Lock-out/Replacement Key Assistance** – If your keys are locked inside the Covered Vehicle, assistance will be provided to gain entry into the Covered Vehicle up to \$100.00 benefit limit. In the event there are no keys found, and a replacement key is needed, you will be covered up to the maximum benefit amount of \$100.00 for the total cost of lockout service and a new key.
- (9) **Jump-starts** – If battery failure occurs, a jump-start will be provided to start your Covered Vehicle, up to \$150.00 per occurrence.
- (10) **Pull Start** – A pull start may be available for the covered vehicle in lieu of a jumpstart, if available, up to \$100.00 per occurrence.
- (11) **Replacement Battery Delivery** – In the event a battery is needed, one can be delivered to your location. The cost of the battery, parts, and labor are at your expense. A battery delivery service call will be covered up to \$100.00 for service call only and will not be covered if the service call was requested after a successful or failed jump start service.
- (12) **Replacement Part Delivery** – Replacement part delivery, if available, will be provided up to \$100.00 per occurrence to cover the delivery only. Member is responsible for the cost of the part(s) themselves. This service may not be available in all regions. Member is responsible for installation and labor.
- (13) **Light Winching/Extricating Assistance** – Provides for assistance in extricating the Covered Vehicle when stuck in a ditch or other inaccessible area when such location is within 50 feet of a paved road or highway up to a maximum 1/2 hour of labor that is not to exceed \$100.00, for a single truck's service per occurrence. This service does not cover extrication when driving a Covered Vehicle on off-road or unpaved highways.

Additional Benefits

- (14) **Discounted Hotel Stays** – In the event you are stranded until repairs can be made to your vehicle, we offer a discounted hotel program with 24/7 assistance to help you find the nearest hotel at the lowest possible cost. You can sign up ahead of time (which we recommend) at www.hotelengine.com/join/roadside masters or call 855-567-4683 or email support@hotelengine.com for help.

IMPORTANT: Since all Authorized Service Providers are independent contractors and not agents or employees of RoadsideMASTERS.com, RoadsideMASTERS.com can assume no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property of a member must be filed against the servicing facility.

The following items are not included as part of the emergency roadside assistance benefit:

1. Pre-existing conditions prior to membership activation and /or while membership is suspended. An ongoing condition in which service was already provided for, or prior disablement work done on a vehicle not done correctly that resulted in a breakdown. (Note, this is not a maintenance program and should not be treated as such).
2. Vehicles that fail DOT inspections. (Again, this is not a maintenance program and should not be treated as such).
3. Motorcycles, automobiles.
4. Service for any trailer that must be separated from the tractor.
5. Service to vehicles with expired safety inspection sticker(s), license plate sticker(s), and/or emission sticker(s) where required by law.
6. Vehicles located at storage facilities.
7. Cost of parts, replacement tires, fluids, lubricants, cost of installation of products, material, and additional labor relating to towing.
8. Priming of the fuel system.
9. Any fees relating to issues on the drive shaft or differential.

10. Tire repair on Steer or Trailer Tires.
11. Tire replacement at any location other than a roadside disablement site.
12. Any and all taxes, fines or tolls.
13. Non-emergency towing or other non-emergency service including but not limited to mounting or removing of any tires, snow tires, off-road tires, chains or similar items.
14. Shoveling snow from around a vehicle.
15. Service when a vehicle is snowbound in unplowed areas such as snow banks, snowbound driveways or curbside parking.
16. Damage or disablement due to flood, fire, or vandalism.
17. Towing to a certified repair facility or dealership that is NOT OPEN to receive the covered vehicle. (We cannot drop it off in the street due to liability issues).
18. Towing from or repair work performed at a service station, garage, truck stop with on-site repair facility, dealership or repair shop.
19. Service on a turnpike where only State service providers are authorized to operate.
20. Service on a vehicle that is not in a safe condition to be towed or serviced or that may result in damage to the vehicle if towed or serviced.
21. Towing by other than a licensed service station or garage; vehicle storage charges; a second tow for the same disablement.
22. Towing as a result of an accident.
23. 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.
24. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
25. Towing for the purpose of disposal (e.g., salvage facility).
26. Towing of vehicle off a boat dock or marina unless such facilities are used for intermodal and ocean freight purposes.
27. Transportation for the member to the Covered Vehicle for service or from the Covered Vehicle to another destination after service has been rendered.
28. Towing from any location other than a roadside disablement site.
29. Requesting covered services from a residence, dealer or repair facility.
30. Requesting covered services if the covered vehicle is broken down next to, or adjacent to, a residence, dealer, truck stop with on-site repair facility or repair facility.
31. In the event of roadside assistance emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle(s) in the commission of a felony.
32. Repeated service calls for a Covered Vehicle in need of routine maintenance or repair.
33. Excessive claims for covered services. (This will result in cancellation and possibly non-renewal of the membership). Excessive use is defined as using three services within a 3-month period.
34. More than one disablement during any seven-day period. (Subject to "excessive claims").
35. Services received independently from RoadsideMASTERS.com without prior authorization from RoadsideMASTERS.com.
36. Service while at scales.
37. Jumpstart service that exceeds the benefit limit of \$150.
38. Flat Tire Assistance that exceeds the benefit limit of \$150.
39. Fuel Delivery Service that exceeds the benefit limit of one call per year.

*****THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM*****

Cancellation, Refund and Membership Information Update:

C. CANCELLATION – When a member cancels a policy, they are entitled to the unearned portion of the premium for the unused period of the policy. For example, if you paid for a twelve-month policy, and cancelled the policy after three months, you are entitled to a refund for the 9 months of coverage that you didn't receive, minus the \$50.00 cancellation fee and any claims paid while your membership was active.

When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-283-1373** immediately within the first twenty (20) minutes to cancel the dispatch request. Any member who requests service and departs prior to notifying the dispatcher will be immediately cancelled until full restitution is made to RoadsideMASTERS.com for the cost of the GOA (gone on arrival fee, charged by vendor).

D. CHANGE OF ADDRESS OR CONTACT INFORMATION – If there are changes to your personal information, including name, address, telephone number or vehicle, please login to your membership account at <https://www.roadsidemasters.com/memberlogin/> to make the changes yourself. **Allow up to 7 business days for changes to take effect. Membership service will not be available at that time.** If you have any questions contact RoadsideMASTERS.com Membership Department at 1-800-283-1373 or email membership@roadsidemasters.com and we will assist you. The Member Area (Login Portal) is also located on the top right of the RoadsideMASTERS.com website.

RoadsideMASTERS.com OFFICE ADDRESS: 2665 South Bayshore Drive | Suite 220 | Coconut Grove, FL 33133

CONTACT INFORMATION

MEMBERSHIP RELATED INQUIRIES CONTACT ROADSIDEMASTERS.COM

1-800-283-1373

membership@roadsidemasters.com

If the above number is not reachable please call:

305-662-0903

EMERGENCY ROADSIDE ASSISTANCE CONTACT ROADSIDEMASTERS.COM

Dispatch Service: 1-800-283-1373 (24 hours a day)

If the above number is not reachable please call:

305-662-0903