

Allstate Roadside Terms and Conditions

Allstate Roadside:	Roadside 25	Roadside 100
Product Terms		
Number of Events Per Term Per Household	3	3
Number of Drivers Per Household*	Unlimited	Unlimited
Term	12 months	12 months
Maximum Gross Vehicle Weight Rating (GVWR)	10,000 lbs.	Up to 26,001 lbs.
Roadside Services		
Towing	25 miles	100 Miles
Jumpstart	Included	Included
Tire Change	Included	Included
Fuel Delivery	Included	Included
Lockout	Included	Included

BY AGREEING TO THESE TERMS, YOU CONSENT TO SHARING YOUR NAME AND OTHER PERSONAL OR VEHICLE INFORMATION, AS MAY BE NECESSARY, WITH ALLSTATE ROADSIDE TO ENABLE THEM TO VERIFY YOUR ELIGIBILITY TO RECEIVE ROADSIDE ASSISTANCE SERVICES. IF YOU DO NOT CONSENT, YOU SHOULD DECLINE THE ROADSIDE ASSISTANCE BENEFITS BEING OFFERED. ALLSTATE ROADSIDE WILL USE INFORMATION SHARED WITH IT ACCORDING TO THE PRIVACY POLICY, WHICH IS AVAILABLE AT <https://www.roadsidemobile.com/tac/privacy>

Important Consumer Information

1. Emergency Roadside Assistance:

Emergency roadside dispatch assistance is provided by Allstate Roadside.

The following Emergency Roadside Assistance dispatch services are available:

Towing: Allstate Roadside will dispatch a service provider to tow an eligible vehicle up to mileage as defined above if it cannot be started or driven without causing damage. Any additional expenses incurred beyond the mileage limit for Allstate Roadside product customers are the responsibility of the customer, payable directly to Allstate Roadside and are not reimbursable. If the eligible vehicle requires two tows to reach its final destination the second tow will be considered a continuation of the original up to the mileage limit.

Fuel Delivery: If an eligible vehicle runs out of gas, a service provider will deliver an emergency supply of fuel (up to 2 gallons), where allowed. While the dispatch cost is covered, you are responsible for paying for the cost of the fuel which is charged as a flat rate at the time of service. If necessary, the vehicle will be towed to the nearest gas station. This tow would count as a separate service event.

Jumpstart: The service provider will provide a battery jumpstart to an eligible vehicle. If the vehicle will not start, towing may be required. If the vehicle will not start, it may require towing service. This

tow would count as a separate service event. Additional expenses incurred are the responsibility of the customer, payable directly to Allstate Roadside and are not reimbursable. Does not apply to Battery Electric Vehicles (as defined below). Please note motorcycles cannot be jump started.

Flat Tire: If an eligible vehicle is disabled due to a flat tire, the service provider will replace the flat tire with your inflated spare. If the spare is unusable, the lug nuts cannot be removed, or the eligible vehicle has multiple flat tires, towing may be required. This tow would count as a separate service event. Additional expenses incurred are the responsibility of the customer, payable directly to Allstate Roadside and are not reimbursable. Please note tire changes cannot be performed on motorcycles.

Lockout: If you are locked out of an eligible vehicle, service is provided to gain entry as quickly as possible. In cases where the service provider cannot unlock the vehicle within a reasonable period and/or without risking damage to the vehicle, towing may be required. This tow would count as a separate service event. Additional expenses incurred are the responsibility of the customer, payable directly to Allstate Roadside and are not reimbursable. Please note lockout services cannot be performed on motorcycles.

Battery Electric Vehicle Short-Range Charging: For a Battery Electric Vehicle or BEV that is immobile due to lack of charge in the battery pack, Allstate Roadside may offer the Member an on-site short-range charge provided by an Independent Service Provider in lieu of a tow in markets where this service is available, at the discretion of the Independent Service Provider (ISP). A BEV shall be defined as, "A battery electric vehicle, pure electric vehicle, only electric vehicle, or all-electric vehicle is a type of electric vehicle that exclusively uses chemical energy stored in rechargeable battery packs, with no secondary source of propulsion".

Winching: An eligible vehicle will be winched by an Independent Service Provider (ISP) when it can be safely serviced from a paved public road or paved private road if the ISP is able to gain access, one (1) operator and one (1) tow truck for up to 30 minutes – any additional expense is the customer's responsibility payable directly to the ISP at the time of service and are not reimbursable. The maximum distance for winching is 30 feet. Extraction of vehicles embedded in mud, water, snow, or similar material or vehicles stuck on rocks or other debris is not a covered benefit, but may be available, at the ISP's discretion, at the customer's expense and are not reimbursable.

Reimbursement² Up to \$100: If for any reason Allstate Roadside is unable to dispatch a service provider to assist you, you will be provided an authorization/reference number. You may then locate a service provider³ of your choice and pay them directly for services rendered. Allstate Roadside will reimburse you up to \$100. Submit reimbursement requests to:

Email request including scanned receipts/documents to:
allstateroadsideservices.claiminquiries@allstate.com

Mail request including receipts/documents to:
Allstate Roadside, P.O. Box 660021, Dallas TX 75266-0021

All reimbursement requests must be received **within 90 days** of the service/event date and must include the following:

- Customer's name, address, telephone number, and email address.
- Membership number.
- Year, make, model of the vehicle
- Authorization/reference number provided prior to rendering service
- Dated, itemized receipts/documents on commercial business letterhead. Credit card statements are not valid. Keep copies of all documents submitted for your own records.

2. Eligibility

Customers who have a disabled eligible vehicle as defined below and have purchased roadside protection and registered are eligible for this offer. Roadside protection is effective seventy-two (72) hours after purchase date.

Eligible Vehicles:

Eligible vehicles are personal passenger vehicles designed, licensed, and used for on-road transportation. The vehicle must be safely accessible by standard service equipment and within 30 feet of a normally traveled roadway, you must be with the vehicle, and the vehicle must be licensed and registered with a state department of motor vehicles. Eligible Vehicles include those owned, leased, rented, and borrowed (including company cars assigned to you for full-time personal use). Eligible Vehicles can be motorcycles or vehicles with two axles and four wheels up to 26,000 gross vehicle weight rating.

3. Limitations:

There is a limit of three (3) service calls and/or reimbursement per term. If you exceed your maximum allocation of service events but additional roadside assistance is needed, service will be dispatched on a pay-per-use basis and will be the responsibility of the customer payable at the time services are requested.

4. Roadside Assistance expenses which are not covered including but not limited to:

The purpose of the Roadside Assistance benefit is to provide dispatch services in common emergency situations.

- service(s) to vehicles with a gross vehicle weight rating (GVWR) greater than 26,000 lbs.
- recovery expensed due to accident, fire, or flood.
- service(s) performed in a dealership, garage, or service station or performed in areas not regularly traveled (such as sand beaches, open fields, forests, and areas not passable due to construction).
- towing due to parking violation or towing out of a place of repair or impound areas.
- service(s) needed due to an act of nature, etc., clearing or entering snowbound driveways, shoveling vehicles out of snowbanks, or shoveling snow from around a vehicle.
- service(s) other than that provided by a commercial garage or service station (payment will not be made to private parties or unlicensed facilities).
- local tolls or parkway charges, storage charges, tow bar rentals, battery charging, cost of parts and installation, products, materials, impound and additional labor relating to towing, delivery and installation of battery, delivery, repair or rotating of tires, tire inflation, installation or removal of snow tires, stud repairs, mounting and dismounting snow chains,
- service(s) for taxicabs, tractors, boats, trailer, recreational vehicles and trucks, dune buggies, vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked cars, or impounded vehicles.
- service(s) to vehicles with expired or missing safety inspection sticker, license plate sticker, and/or emission sticker where required by law.
- service(s) to vehicles that are not in a safe condition to be towed.
- transportation for the customer to the vehicle for service or from the vehicle to another destination after service has been rendered.
- service(s) of any kind on vehicles used for commercial purposes or using dealer tags.
- towing of vehicle off a boat dock or marina, at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of the law.

- the cost of making a replacement key, lock repairs, and mechanical failure of locks or ignition system.
- any other expenses not specifically mentioned as covered.
- Primary member must be 18 years or older and all drivers/household members must have a valid driver's license.

5. Disclaimer of Liability:

Services are provided by third-party independent contractors who are not agents or employees of Allstate Roadside. Because these service providers have exclusive control over their own equipment and personnel, Allstate Roadside is not responsible for their acts or omissions or the performance of any service they provide. Allstate Roadside will not accept responsibility for repairs or the availability, delivery, or installation of parts. All parts used and services provided by the service facility must be authorized and paid for by the customer and are not reimbursable. For those same reasons, Allstate Roadside assumes no liability for any property damage or bodily injury, if any caused by a service provider. Any claim involving such damage or injury should be filed directly with the responsible service provider.

You will not be required to pay any sum in addition to the amount specified in the contract for covered services.

Services are available in the United States.

6. Cancellation:

As a Primary Member, you may cancel at any time simply by emailing, calling, 1stMILE at protect@1stmile.com or call 888-524-2921.

Allstate Roadside will not cancel or non-renew your membership without giving prior written notice unless otherwise disclosed on your Membership Benefit Summary and may elect to cancel or non-renew your membership for any reason. Allstate Roadside may terminate a membership for excessive use with a minimum of 30 days written notice. Failure to repay Allstate Roadside for any money or services advanced on your behalf is cause for cancellation. In the event of fraud, Allstate Roadside may terminate your membership effective immediately and without notice.

7. Service Office:

California: Roadside Assistance 6770 Stanford Ranch Rd #1021, Roseville, CA 95768

Maryland: Roadside Assistance 1400 W Lombard Street #1149, Baltimore, MD 21223

Phone (800)347-8880

Massachusetts: Roadside Assistance 6 Liberty Square #2287, Boston, MA 02109

Mississippi: Roadside Assistance 1102 A Delaware Ave. #2239, McComb, MS 39648

Nebraska: Roadside Assistance 4940 O Street #1080, Lincoln, NE 68510

Nevada: Roadside Assistance 1550 W Horizon Ridge Pkwy R #R827, Henderson, NV 89012

New Mexico: Roadside Assistance 2260 East Lohman Ave. #1065 Las Cruces, NM 88001

Phone (800) 347-8880.

Oklahoma: Roadside Assistance 7521 S. Olympia Avenue West #1053, Tulsa, OK 74132

South Carolina: Roadside Assistance 3210 N Pleasantburg #1016, Greenville, SC 29609

Texas: Roadside Assistance 1817 W. Pioneer Dr. #1048, Irving, TX 75061

Wisconsin: Roadside Assistance 8032 22nd Ave. #5090 Kenosha, WI 53143

Home Office and all other states: Roadside Assistance 3100 Sanders Road #201 Northbrook, IL 60062

¹ This program is serviced by Allstate Roadside. Allstate Roadside is the marketing name for Allstate Motor Club, Inc., a member of the Allstate family of Companies. Allstate and the good hands logo are registered trademarks of Allstate Insurance Company.

² Allstate Motor Club, Inc., reserves the right to deny any request submitted more than 90 days after the date of service/event (subject to certain state restrictions), any request that contains receipts and/or supporting documents which cannot be verified, or any request submitted with false or misleading information. For residents of Alaska, Allstate Motor Club, Inc., will not enforce the right unless the delay in the submission results in a material detriment in our ability to determine the validity of the request. You are responsible for any and all charges not covered.

³ The local provider must be a commercial garage or service station (payment will not be made to private parties or unlicensed facilities).

This is not an automobile liability insurance contract or physical damage insurance and does not comply with any financial responsibility law. This is not an insurance contract.