

Roadside Assistance Service¹ for American Express® Prepaid Cards

Roadside Assistance is a 24-hour dispatch hotline that can provide coordination and assistance with obtaining basic emergency roadside services for Card Members including: towing to nearest available repair shop or preferred destination, depending on provider availability, winching, jumpstarts when a battery is dead, delivery of up to two (2) gallons of fuel, locksmith service if keys are locked in the car and changing of a flat tire when the Card Member has a workable spare. Lockout service may be unavailable for vehicles with transponder keys.

Terms and Conditions:

- While Roadside Assistance is available at no additional charge, all costs associated with these emergency roadside services are the responsibility of the Card Member.
- Services are provided for self-propelled, four-wheel vehicles designed, licensed, and used for private on-road transportation, and trucks up to 10,000 lbs gross vehicle weight.
- Services are available regardless of mileage from primary residence when traveling within the 50 United States, the District of Columbia, Canada, Puerto Rico and the U.S. Virgin Islands.
- Card Member must be present with the vehicle at time of service.
- In the case of inclement weather or natural disasters, coordination and assistance services may be unavailable.
- In case of need for service on roadways which limit service provider access, we will attempt to arrange for an authorized service provider to service the vehicle but may be unable to do so.
- Certain types of vehicles are not covered including, but not limited to, rental vehicles, motorcycles, taxicabs, unlicensed vehicles, tractors, and trucks over 10,000 lbs gross vehicle weight.

If you need further information on the Roadside Assistance program, please call 1-866-384-2790.

Confidentiality and Security: We may disclose all information we collect, as described above, to companies that perform administrative services on our behalf solely in connection with the benefits and services you have received. We restrict access to personal information to our employees, our affiliates' employees, or others who need to know that information to service the account or in the course of conducting our normal business operations. We maintain physical, electronic, and procedural safeguards to protect personal information.

Disclaimer: The information contained herein is provided solely for general informational purposes. This document is not an insurance policy, contract, warranty or promise of insurance or other benefit. It does not intend to be a complete description of all terms, conditions, limitations, exclusions, or other provisions of any program or benefits provided by, or for, or issued to American Express.

¹Roadside Assistance Service is provided through AXA Assistance USA, Inc.