



## AMERICAN EXPRESS

### Premium Roadside Assistance

Premium Roadside Assistance provides the following services, where eligible, at no additional cost up to 4 times per calendar year: towing up to 10 miles, winching, jump starts, flat tire change when Card Member has a workable spare, lockout service when key is in vehicle and delivery of up to 2 gallons of fuel. Lockout service may be unavailable for vehicles with transponder keys.

#### Terms and Conditions:

- Coverage for these services is provided up to 4 times per calendar year.
- Card Member will be charged for the costs of towing in excess of 10 miles and any other additional services.
- Towing is to the nearest authorized facility. The Card Member may request towing to a different facility provided that, if the towing exceeds 10 miles, the Card Member will be charged \$3 for each additional mile.
- In order to be eligible for coverage, services must be arranged through Premium Roadside Assistance.
- Coverage is 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.
- 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.
- Coverage is available in the 50 United States, the District of Columbia, Canada, Puerto Rico and the U.S. Virgin Islands, regardless of mileage from primary residence.
- Card Member must be present with the vehicle at time of service.
- Services are provided as an emergency service and not a general maintenance type service. Emergency situations do not include: all parts, labor and supplies provided while at an auto repair shop or service station, towing to another location unless the initial service location is closed, service for taxicabs, tractors, boats, rental vehicles, ambulances, trucks, vehicles used for competition, unlicensed vehicles, illegally parked or impounded vehicles, or any vehicles in tow, rental and towing equipment, towing at the direction of law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law or towing by other than a licensed service station or garage, installation or removal of snow tires, repairs to studs, mounting and dismounting snow chains, repeated service calls for a vehicle in need of routine maintenance or repair, shoveling snow from around a vehicle, vehicle storage or impoundment charges.
- In the case of inclement weather or natural disasters, services may be unavailable.
- Roadside Assistance may not be capable of contracting service on a restricted roadway. A restricted roadway is a roadway that only allows a specific towing company to service disablements that occur on the identified roadway. We will attempt to arrange for a restricted roadway service provider to service the vehicle, at the cost of the Card Member and at the rate specified by the service provider, but may be unable to do so. If towing services at the cost of the Card Member are required, we will attempt to arrange service



to a point where Roadside Assistance is able to provide further towing services under standard program coverage terms.

- If you need further information on the Roadside Assistance program, please call 855-431-1156 or the number on the back of your Card.