

## **American Express® Roadside Assistance**

This document details the terms and conditions for roadside assistance services provided by AXA Assistance USA, Inc. ("AXA") and for which you may be eligible as described herein.

**Eligibility:** In order to be eligible for the roadside assistance services and benefits described below, offered by Pentagon Federal Credit Union ("PenFed") through AXA, you must be a Covered Person as defined below.

**Duration of Coverage:** The coverage period of the services described herein, rendered by AXA on behalf of PenFed, runs concurrent with the validity of your PenFed Pathfinder American Express® Card account. If for any reason your PenFed Pathfinder American Express® Card account is terminated or canceled, your eligibility to receive the roadside assistance services described herein will be immediately canceled.

**Access:** The services and benefits offered in this program will be arranged by AXA.

The benefits described herein are non-transferable.

### **Availability of Services:**

AXA's roadside assistance services are available in the geographical territory defined below, with the exception of those countries and territories which are the subject of governmental or quasi-governmental economic or political sanctions, which may be involved in an international or internal conflict, or where the existing infrastructure is deemed inadequate by AXA to guarantee service.

### **24-HOUR TOLL-FREE ACCESS**

To facilitate obtaining the roadside assistance services, AXA will offer multi-lingual telephonic available 24 hours a day, 365 days a year. The access will be available for PenFed and its eligible Cardmembers.

#### **For 24 hour emergency assistance call:**

Toll Free number – 888-647-3093

**Cardmember** means a person who has entered into an agreement establishing an account which entitles such person to make purchases at merchants using a card or other payment method or device issued by Pentagon Federal Credit Union in the U.S. under license from American Express.

**Vehicle** means a passenger vehicle, motorcycle, or RV owned or leased by the Covered Persons, with a carrying capacity of two tons or less and registered in the United States.

**Covered Person for Roadside Assistance Services** means a Cardholder or Authorized User.

**Geographical Territory** means the U.S. (including the District of Columbia and Puerto Rico) and Canada.

### DESCRIPTION OF SERVICE

**For a flat fee of \$59.95 per Service Call, the 24-Hour Roadside Assistance Services include:**

#### ➤ **24-Hour Emergency Towing service:**

If the event of a mechanical disablement, or in the absence of a replacement spare tire, the Cardmember may arrange for a tow covered to the closest suitable repair facility within the mileage radius of five miles from the disablement site.

- **Replacement of a flat tire with the replacement spare tire**
- **Delivery of fuel or other standard fluids (cost of the fuel or the fluids is not included)**
- **Lockout service (no key replacement)**
- **Jump start a dead or weakened battery**

An additional amount may be charged in the event that the level of required services are in excess of the benefit provided under the **24-Hour Roadside Assistance Service** described above.

The flat fee as well as any additional fees for service (if applicable) will be charged to your PenFed Pathfinder American Express® Card.