

Instructions in Case of Breakdown

Service Contract/Policy Number: _____

Keep this page in your glove compartment for usage details. For online access, bookmark www.vehiclecareplan.com or download the **Vehicle Care by Assurant** app on your smartphone. With both www.vehiclecareplan.com and **Vehicle Care by Assurant**, you have instant access to your service contract/policy terms & conditions, locate a preferred repair facility, track claim status or just email questions to our experienced customer service representatives. Your contract/policy can be added to the **Vehicle Care by Assurant** app 24 hours after purchase.



The **Vehicle Care by Assurant** app gives you access to all your service contract/policy benefits from your smartphone or mobile device. The **Vehicle Care by Assurant** app is free and available on the App Store and Google Play Store. Register your vehicle by answering a few questions to access app features AND a year of unlimited free advice on setting up in-car technology via the Personal TechPro service.



IN CASE OF A BREAKDOWN

If your vehicle needs to be towed: **Call 24-hour Roadside Assistance: 1-866-603-5420** or go to www.vehiclecareplan.com

Additional Services covered by roadside assistance:

✓ *Battery/Jump-start Service* ✓ *Fuel, Oil, Fluid and Water Delivery* ✓ *Flat Tire Assistance* ✓ *Lock-out Service* ✓ *Extrication Assistance*

WHAT TO DO IF REPAIRS ARE NEEDED

1. Locate a preferred repair facility by visiting www.vehiclecareplan.com
2. **Authorize the repair facility to perform the necessary diagnosis and obtain a repair estimate. Coverage does not pay for diagnosis charges on repairs not covered under this service contract/policy.**
3. **IMPORTANT: Confirm the repair facility obtained a repair authorization number prior to beginning any repairs covered by your service contract/policy. Refer repair facility to instructions below.**
4. After repairs are complete, pay deductible and cost of any repairs not covered by Service contract/policy.

INSTRUCTIONS FOR THE REPAIR FACILITY

1. **Obtain permission from service contract/policy holder to perform the necessary diagnosis and provide an estimate of repairs.**
 - Coverage pays retail labor rates and manufacturer's suggested retail price on parts. It does not pay for diagnosis charges for repairs not covered under this service contract/policy.
2. **IMPORTANT: Obtain a repair authorization number prior to beginning any repairs covered by this service contract/policy. Initiate claim via www.autoclaims.com or by calling Claims: 1-800-752-6265**
 - In the event that a repair is performed outside of service hours, please call the following business day to receive further instructions from the Administrator.
3. **Bill Administrator for authorized repairs. Collect any required deductible and/or payment for unauthorized repairs from the service contract/policy holder.**
 - The preferred method of payment is via the Administrator's corporate credit card. To arrange this, contact the claims administrator for instructions or go to www.autoclaims.com.

ADDITIONAL FEATURES OF YOUR MECHANICAL REPAIR COVERAGE SERVICE CONTRACT/POLICY

Emergency Travel Expense Reimbursement (Not available in NY): Call 1-800-752-6265

- If covered vehicle is disabled by a covered mechanical breakdown 100 miles or more away from home, you are eligible for **up to \$200 per day for a maximum of five days** for emergency local lodging, meals and transportation expenses. Your vehicle must be out of service overnight to be eligible.

For Substitute Transportation, Call: 1-800-752-6265

- If your vehicle requires a repair covered by this service contract/policy, we will reimburse your actual expenses for substitute transportation. **\$50 per day for a maximum of 10 days.** Substitute Transportation includes renting a car from a licensed rental facility, qualified ride-hailing service, taxi or other public transportation service. Available on the first day of covered repair.