

Conditionally Approved Endorsement (CAE) #26 Roadside Assistance

(For Use in Alberta, Northwest Territories, Nunavut, Yukon)

If more than one automobile is insured under the policy, this endorsement shall apply only to the automobile(s) against which CAE #26 is designated in the schedule of automobiles forming part of the policy or as set out in the Certificate of Automobile Insurance.

Coverage territory: Canada and the United States of America

Assistance: 24 hours a day, 7 days a week

Limits: Up to a maximum of four (4) events per policy year. You may take advantage of the roadside assistance services under Section 1 or request reimbursement under Section 3. Each request for roadside assistance service under Section 1 or each request for reimbursement under Section 3 will count as one (1) event out of this limit of four (4) events per policy year.

In consideration of the premium charged, the Insurer agrees to the following:

1. ROADSIDE ASSISTANCE SERVICES PROVIDED

We will arrange for and cover the costs of the following roadside assistance services, subject to any additional charges or conditions outlined below.

1.1. Battery boosting

The assistance service will boost your automobile's battery. If the automobile fails to start, it will be towed as outlined in 1.2.

1.2. Towing due to mechanical breakdown

In the event of a mechanical failure, if your automobile cannot be driven despite attempts by our assistance service to start it again, it will be towed to any repair shop you choose within a 50 kilometre radius of the initial breakdown. Additional charges will apply if there is no repair shop within a 50 kilometre radius or if you choose to have your automobile towed to a repair shop outside of the 50 kilometre radius.

1.3. Gas delivery

If your automobile runs out of gasoline, the assistance service will deliver free of charge an emergency provision of gasoline (up to 10 litres) to allow you to drive to the nearest service station. Your automobile may also be towed as outlined in 1.2.

1.4. Tire change

If your automobile has a flat tire, the assistance service will install your spare tire if it is in good condition. If this is not the case or if you do not have a spare tire, your automobile will be towed as outlined in 1.2.

1.5. Lockout assistance

If your keys are locked in your automobile, the assistance service will attempt to gain entry to your automobile. Your automobile will be towed as outlined in 1.2 if your keys are not in your automobile or if the assistance service is unable to gain entry.

1.6. Extraction of stuck automobile

The assistance service will extract the automobile if it is stuck, provided that it is safely accessible and near a road that the assistance service is permitted to access and that is used regularly for vehicular traffic. Additional charges may apply if special equipment or additional personnel are required to extract the automobile.

2. CONDITIONS AND SERVICE LIMITATIONS FOR ROADSIDE ASSISTANCE

2.1. To take advantage of any roadside assistance services, you must first contact us as outlined in Section 5 before taking any action.

2.2. Additional charges will apply, according to the rates set by the assigned service provider, if the automobile is towed more than 50 kilometers from the location of the initial breakdown, or if you insist on equipment that we deem unnecessary.

2.3. Roadside assistance will not be provided if the automobile is in an area that is not used regularly for vehicular traffic, if the assistance service is prohibited from accessing the automobile, or if the automobile cannot be accessed safely.

2.4. One (1) event will be counted against your limit of events per policy year in the following cases:

- If your automobile is left unattended or if it is not at the location of the initial breakdown when our service provider arrives; roadside assistance will not be provided in this case; or,
- If you make a request for roadside assistance and subsequently cancel the request or do not require the service.

2.5. We may deny roadside assistance services, where the service provider believes they may encounter abusive, intoxicated or violent drivers or passengers.

2.6. Roadside assistance services are provided by an independent third party.

3. REIMBURSEMENT

A request for reimbursement may be submitted if our assistance services are unavailable, or if you decide to use another service provider for the roadside assistance service outlined above, subject to the following:

- 3.1. Only the services outlined in 1.1 to 1.6 are eligible for reimbursement.
- 3.2. In order to be eligible for reimbursement, you must pay for the service directly first.
- 3.3. We will reimburse you upon submission of paid and itemized receipt(s). The original itemized receipt must include your name, make, year and model of the vehicle serviced. The receipt must be stamped or imprinted with the service provider's business name, address, phone number and the date the service was provided.
- 3.4. Each reimbursement is limited to \$100 per event, up to a maximum of \$400 per policy year for all events.

4. THIS SERVICE DOES NOT COVER:

- 4.1. The cost of parts, repairs, labour and materials, nor any additional expenses for equipment, storage or seizure of the automobile.
- 4.2. Tolls paid to use roads, bridges or ferries or to cross a border.
- 4.3. Shovelling to access the automobile or the removal of any other obstacle or debris blocking safe access to your automobile.
- 4.4. Requests for services resulting directly or indirectly, in whole or in part, from war, riot, invasion, insurrection or civil disturbance, or made when your automobile is being used by a military or police force.

5. HOW TO REACH THE INTACT ROADSIDE ASSISTANCE SERVICE

Just dial toll-free 1-844-428-2020 and provide the following information:

- Your policy number as shown on your motor vehicle liability insurance card;
- The year, make, model and Vehicle Identification Number (VIN) of your automobile; and
- The location of your automobile and the type of service required.

Except as otherwise provided in this endorsement, all limits, terms, conditions, provisions, definitions and exclusions of the policy shall have full force and effect.

APPROVED FORM- ALBERTA SUPERINTENDENT OF INSURANCE