

Allstate Motor Club, Inc. Roadside Assistance

Full Terms and Conditions

Privacy policy: Allstate Motor Club's Privacy Policy is available at: <https://roadsidemobile.com/tac/rtus>

Important Consumer Information

1. Emergency Roadside Assistance:

Emergency roadside assistance is provided by Allstate Motor Club, Inc. (the "Motor Club").

The following Emergency Roadside Assistance services are available:

Vehicle Towing Up to 10 Miles in any Direction:

Any additional expenses incurred beyond the 10-mile limit are the responsibility of the customer, payable directly to the service facility, and are not reimbursable.

Vehicle Winching:

If a vehicle is stuck in a ditch, mud or snow and is accessible from a maximum distance of 30 feet from a normally traveled roadway, it will be extricated or winched. Winching is limited to one operator/one truck for 30 minutes or a maximum covered benefit of \$100. Any expenses incurred beyond the service limit are your responsibility, payable directly to the service facility, and are not reimbursable.

Fuel Delivery:

A service vehicle will deliver an emergency supply of gasoline or common diesel fuel (up to 2 gallons) to the customer's location, where allowed. The member pays for the fuel delivered at local market rates

Jumpstart or Minor Roadside Adjustments to Start Vehicle:

Service is provided to jumpstart a dead battery or make other minor roadside adjustments to start the vehicle. Expenses for more extensive repairs, parts and labor are the customer's responsibility, payable directly to the service facility, and are not reimbursable.

Flat Tire:

Service is provided to change a flat tire with your inflated spare. If no spare is available, the vehicle may be towed.

Lockout:

Service is provided to gain access if the ignition key is lost or accidentally locked inside the vehicle. If the keys are locked inside car, the Motor Club will dispatch a qualified service provider to attempt to gain access.

Reimbursement Up to \$100:

If the Motor Club is unable to locate a service facility or provide services in the area, the customer may locate a service provider and be reimbursed up to \$100. To receive reimbursement, the customer must contact the Motor Club first and the customer must submit a receipt along with his/her name and address to:

ALLSTATE Roadside Assistance Program
P.O. Box 660021
Dallas, TX 75266-0021

Claims must be postmarked within 90 days after the date of the disablement. (No time limit applies for Utah and Wisconsin residents.) Remember to include your name, phone number and email addresses any time you write to us.

2. Eligibility:

SquareTrade customers who have a disabled passenger vehicle* and are a subscriber to the Allstate Roadside Assistance program are eligible for this offer. Coverage is effective two (2) calendar days after enrollment date.

*A passenger vehicle that weighs under 10,000 gross vehicle weight that may be serviced using standard automobile servicing equipment, including but not limited to wheel lift devices, flatbeds and dolly wheels.

3. Limitations

There is a limit of one (1) service call and/or reimbursement per enrolled mobile phone plan per membership year.

4. ROADSIDE ASSISTANCE COVERAGE DOES NOT INCLUDE:

The purpose of the Roadside Assistance benefit is to provide service in common emergency situations.

Coverage does NOT include:

- Service to vehicles with a gross vehicle weight rating (GVWR) greater than 10,000 lbs.
- Towing or service while at an auto repair shop or service station to another location.
- Towing or service on roads not regularly maintained (including private property).
- Service when a vehicle is snowbound.
- We do not hoist, winch or shovel vehicle from unplowed areas, snow banks, snowbound driveways or curbside parking.
- Service will not be rendered in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service vehicles to reach.
- Installation or removal of snow tires and chains.
- Dismounting, repairing or rotating tires.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing.
- Service for taxicabs, tractors, boats, trailer, recreational vehicles and trucks, dune buggies, vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked cars or impounded vehicles.
- Service to vehicles with expired safety inspection sticker, license plate sticker, and/or emission sticker where required by law.
- Service to vehicle that is not in a safe condition to be towed.
- Transportation for the member to the vehicle for service or from the vehicle to another destination after service has been rendered.
- Charging a weak or dead battery.
- Delivery or repair of tires.
- Towing of vehicle off a boat dock or marina.
- Service of any kind on vehicles used for commercial purposes or using dealer tags.
- Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of the law.
- The cost of making a replacement key and lock repairs are not covered.

5. Disclaimer of Liability:

Allstate Motor Club, Inc. and its affiliates will not accept responsibility for repairs or the availability, delivery or installation of parts. All parts used and services provided by the service facility must be authorized and paid for by the customer.

Since all Authorized service providers are independent contractors and not agents or employees of the Motor Club, the Motor Club assumes no liability for any damage to the vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to property must be filed against the servicing facility.

You will not be required to pay any sum in addition to the amount specified in the contract for the covered services.

Benefits and dues are subject to change upon membership renewal. Services are available in the United States.

You may cancel your Roadside Assistance at any time. The Motor Club may elect to not renew your membership for any reason by providing written notice 60 days prior to your renewal date. The Motor Club may terminate your membership for fraudulent use of the services with a minimum of 30 days written notice.

This is a Motor Club contract. This is not an automobile liability insurance contract or physical damage insurance and does not comply with any financial responsibility law.

Service Offices:**California**

Allstate Motor Club,
Inc. 3100 Thornton Avenue
Burbank, CA 91504

Maryland

Roadside Assistance
7067 Columbia Gateway
Drive Columbia, MD 21046

Mississippi

Roadside Assistance Suite 100
578 Highland Colony Parkway
Ridgeland, MS 39157

Nevada

Roadside Assistance Suite 300
2360 Corporate Circle
Henderson, NV 89074

New Mexico

Roadside Assistance Suite 200
170 N Roadrunner Parkway
Las Cruces, NM 88011
Phone: (575) 532-9930

Oklahoma

Roadside Assistance Suite 200
3600NW138th
Oklahoma City, OK 73134

Texas

Roadside Assistance Suite E5B
8675 Freeport Parkway
Irving, TX 75063

Wisconsin

Roadside Assistance Suite 140
555 South Executive Drive
Brookfield, WI 53005

Wyoming

Roadside Assistance Suite 105
3001 E Pershing Boulevard
Cheyenne, WY 82001

Home Office all other states:

Roadside Assistance Suite E2
2775 Sanders Road
Northbrook, IL 60062-6127