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## ***Roadside Assistance Service Guide***

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Through a strategic marketing partnership, Mendota policyholders are able to secure Emergency Roadside Assistance Service(s) through Nation Motor Club, LLC.

- A. This service may be selected at the point of sale or mid-term via Mendota Max. Two (2) copies of the registration form will print. Signatures from all listed members and the agent are needed to ensure registration. The agent retains one copy of the registration and the insured retains the other. This will serve as the membership identification card. Please retain registration in the same location as Mendota policy documents and follow the same retention guidelines.
- B. This service to Mendota customers is billed concurrently with the insured's insurance policy premium.
- C. Commission is paid for new and renewal business at the same rate and the same manner as Mendota premium.
- D. All cancellations, reinstatements, and rewrites are governed by the Mendota terms of service and will apply to this service in the same manner as Mendota coverage.
- E. Mendota will allow current insureds to add Roadside Assistance Service via online endorsement through Mendota Max. If an insured is not in the current program, their policy will need to be rewritten to be eligible to add the Roadside Assistance Service.
- F. Aside from eligibility requirement(s) noted in the Deluxe Service below, any customer eligible for a Mendota insurance policy is eligible for either Roadside Assistance Service.

### Service Details and Descriptions

#### **A. Emergency Roadside Assistance - (Standard Service)**

This service provides emergency roadside assistance 24 hours a day, 365 days a year. Services include Towing, Jump Starts, Tire Changes (with inflated spare), Vehicle Fluid Delivery (cost of fluids extra), Lockout Assistance, and Concierge Service (emergency phone call support & assistance) are available up to \$100 per incident with a maximum of 2 incidents per 6 months. This service is per policy. All insured vehicles on the Mendota policy are covered.

#### **B. Emergency Roadside Assistance plus Key Replacement - (Deluxe Service)**

This service provides all services listed above in the Standard Service, and in addition, provides for theft and damage of keys/remotes for listed vehicles. In the event a covered key/remote/fob is lost, stolen, or damaged, the member is eligible up to \$500 per replacement key with a maximum of one key per 6 months. Member is also eligible for \$100 per key for home, office, RV, and motorcycle keys. This service is per policy. All insured vehicles on the Mendota policy are covered.

Deluxe Service Eligibility - At least 2 sets of properly functioning keys/remotes/fobs for each vehicle covered on the new business effective date. All keys/remotes/fobs covered must be visually confirmed by agent upon adding service. Key replacement coverage begins 30 days after the service has been in effect, whether added mid-term or at new business.