



**Roadside**  
MASTERS.COM

## COMMERCIAL VEHICLE MEMBERSHIP PAYMENT PLAN

### 24-HOUR, 365-DAYS/YEAR EMERGENCY ROADSIDE ASSISTANCE SERVICE

Services and Benefits included in your one-year RoadsideMaster.com Commercial Vehicle Membership Plan when purchased through NATIONAL TRUCK PROTECTION or AMERICAN TRUCK PROTECTION.



24 / 7 / 365 Emergency Service:  
**1-800-395-4908**

*The following are covered emergencies, subject to the per occurrence limitation noted. You will only have to pay for any costs in excess of the per occurrence limit plus any non-covered costs. Only one disablement during a seven (7) day period will be accepted..*

#### ★ Towing Assistance

When your Covered Vehicle is disabled due to a mechanical breakdown, it will be towed to the nearest certified repair facility or dealership up to fifty (50) miles or up to two (2) hours port-to-port, dependent on how the service provider charges. The truck for purposes of towing includes both the tractor and trailer, state law permitting. Any expenses incurred beyond membership limits will be the responsibility of the member, payable directly to the service provider, and are not reimbursable. In either case, service is limited to one tow or service call per disablement. See Limits of Services and accidents.

#### ★ Flat Tire Assistance

Service consists of the removal of the flat tire for the Covered Vehicle, and it's replacement with the mounted spare tire located with the Covered Vehicle, up to \$150 per occurrence. The truck program for flat tire assistance excludes coverage for trailers.

#### ★ Tire Replacement Assistance

When a replacement tire is needed for the Covered Vehicle (tractor only), the cost of the service call to deliver a replacement tire to the disablement site will be covered up to \$100.00 per occurrence. Coverage does not cover cost of the tire and its installation.

#### ★ Tire Repair Assistance

Service consists of a roadside tire repair for a mounted tractor tire, up to \$100 per occurrence. Tire repair assistance excludes service to the trailer tires.

#### ★ Mobile Mechanic Service

Mobile Mechanic Service is available for the Covered Vehicle in lieu of towing, if the disablement can be resolved roadside, up to a maximum of \$100.00 per occurrence. You must pay for any mileage, parts and labor.

#### ★ Oil, Fluid and Water Delivery Service

An emergency supply of oil, fluid and water will be delivered if your Covered Vehicle becomes disabled due to running out of fluids, up to \$100 per occurrence. You must pay for the cost of the oil, fluid or water, if any.

#### ★ Fuel Delivery Service

An emergency supply of up to thirty (30) gallons of fuel will be delivered if your Covered Vehicle is in immediate need, up to \$100 per occurrence. You must pay for the cost of fuel.

#### ★ Lock-out/Replacement Key Assistance

If your keys are locked inside the Covered Vehicle, assistance will be provided to gain entry into the Covered Vehicle up to \$100.00 benefit limit. In the event there are no keys found, and a replacement key is needed, you will be covered up to the maximum benefit amount of \$100.00 for the total cost of lockout service and a new key.

#### ★ Jump-starts

If battery failure occurs, a jump-start will be provided to start your Covered Vehicle, up to \$150 per occurrence.

#### ★ Pull Start

A pull start may be available for the covered vehicle in lieu of a jumpstart, if available, up to \$100 per occurrence.

#### ★ Replacement Battery Delivery

In the event a battery is needed, one can be delivered to your location. The cost of the battery, parts, and labor are at your expense. A battery delivery service call will be covered up to \$100.00 for service call only and will not be covered if the service call was requested after a successful or failed jump start service.

#### ★ Replacement Part Delivery

Replacement part delivery, if available, will be provided up to \$100 per occurrence to cover the delivery only. Member is responsible for the cost of the part(s) themselves. This service

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**24-HOUR EMERGENCY ROADSIDE ASSISTANCE SERVICE** – Just call the TOLL-FREE Number, 1-800-395-4908, and a service vehicle will be dispatched to your assistance. Important: Please be with your vehicle when the service provider arrives, unless it is unsafe to remain with the vehicle, as they cannot service an unattended vehicle. When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at 1-800-395-4908 immediately within the first twenty (20) minutes to cancel the dispatch request (see D. Suspension). Service provided must be a covered benefit under the terms and conditions described in this agreement. Note: 24-Hour Emergency Roadside Assistance Service is designed to assist members whose Covered Vehicles are disabled as a result of unavoidable circumstances. It is not intended to be a substitute for vehicle maintenance or repair. Towing assistance will only be covered from a roadside disablement location. Covered services may not be requested from a residence, dealer, truck stop with on-site repair facility or repair facility. Excessive claims for services will result in cancellation and may result in non-renewal of the membership. Excessive use is defined as using a combination of the following services; towing, jumpstarts, mobile mechanic, fuel delivery, 3 times within a 3-month period.

**MEMBER PRIVILEGES:**

This Emergency Roadside Assistance Program is brought to you through Roadside Transportation LLC., d/b/a RoadsideMASTERS.com and its affiliates. As a member, you are entitled to one full year (12 month period) of the full emergency roadside assistance services and benefits described below immediately upon activation.

Emergency Roadside Assistance is available 24 hours a day, every day of the year in the United States and Canada. You will only have to pay for any non-covered expenses or covered costs in excess of your per occurrence maximum. Service must be a covered benefit under the terms and conditions of this contract and is available only for the vehicle (herein after referred to as "Covered Vehicle") registered with RoadsideMASTERS.com and any qualifying trailer.

1. The 24-hour roadside assistance services are available to you at no cost per occurrence for covered roadside emergencies as defined in this document. You are responsible for any non-covered expenses.
2. Your 24-hour roadside assistance service activates fifteen (15) days after date of purchase and will continue for the period of time you have selected and paid for, unless cancelled.
3. Your Membership Card is issued within your account at <http://www.roadsidemasters.com/memberlogin/>, 24 hours after you first register for the program. This card is invalid if the policy for which it was issued lapses or is terminated. Login to your account to print your Membership Card.
4. If you have lost your Membership Card, you can download and print a new copy by logging into your account at <http://www.roadsidemasters.com/memberlogin/>. Please keep your card with you at all times when requesting Emergency Roadside Assistance.
5. If you need to update your information including the Covered Vehicle on your membership, please login to your membership account at <http://www.roadsidemasters.com/memberlogin/>. If you have any questions contact RoadsideMASTERS.com Membership Department at 1-800-395-4908 or email [membership@roadsidemasters.com](mailto:membership@roadsidemasters.com) and we will assist you. The Member Area (Login Portal) is also located on the top right of the RoadsideMASTERS.com website.
6. All benefits and services are provided by Roadside Transportation LLC., d/b/a RoadsideMASTERS.com, administrative offices at 2665 South Bayshore Drive, Suite 220, Coconut Grove, FL 33133. Referred to as "RoadsideMASTERS.com" throughout these Terms and Conditions.
7. In the event that 24-hour roadside assistance service is not obtainable through RoadsideMASTERS.com, you will receive an authorization number from RoadsideMASTERS.com to obtain service from another service provider. Upon your written request, including the authorization number and validated receipt(s), you will receive a refund (if any) of payments made for services received independently according to the coverage limits outlined in these terms and conditions. You must first contact RoadsideMASTERS.com for authorization to obtain services independently of the program. THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM.
8. You have the right to file a compliment or complaint by submitting a written letter to RoadsideMASTERS.com's Customer Care Department, contacting a representative by calling 1-800-395-4908, or e-mailing to [membership@roadsidemasters.com](mailto:membership@roadsidemasters.com)
9. Cancellation, Suspension and Refund terms are located at the bottom of this document (CANCELLATION and SUSPENSION).

All of the services provided are described herein and are applicable throughout the United States and Canada. However, we do wish to inform you that this is a commercial vehicle emergency roadside assistance membership program, it does not replace your vehicle insurance coverage and:

- A. Except in Wisconsin, this is not an insurance contract.
- B. This is not an Automobile Liability or Physical Damage insurance contract.

**CANCELLATION, SUSPENSION, REFUND AND MEMBERSHIP INFORMATION UPDATE:**

**CANCELLATION** – As this membership is being provided to you at no charge, this membership is nonrefundable and has no cancellation fee. This membership may be cancelled by RoadsideMASTERS.com for fraud or material misrepresentation on your part. Cancellation will be effective thirty (30) days after delivery or first-class mailing of a written notice to you.

**SUSPENSION** – When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at 1-800-395-4908 immediately within the first twenty (20) minutes to cancel the dispatch request. Any member who requests service and departs prior to notifying the dispatcher will be immediately suspended or cancelled until full restitution is made to RoadsideMASTERS.com for the cost of the GOA (gone on arrival fee, charged by vendor).

**CHANGE OF ADDRESS OR CONTACT INFORMATION** – If there are changes to your personal information, including name, address, telephone number or vehicle, please login to your membership account at <http://www.roadsidemasters.com/memberlogin/> to make the changes yourself. If you have any questions contact RoadsideMASTERS.com Membership Department at 1-800-395-4908 or email [membership@roadsidemasters.com](mailto:membership@roadsidemasters.com) and we will assist you. The Member Area (Login Portal) is also located on the top right of the RoadsideMASTERS.com website.