



Flat Tire? Dead Battery? Completely Lost? Locked Out? Out of Gas? Engine Overheated?
HELP IS JUST A PHONE CALL AWAY



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Congratulations on joining Carelumina Roadside Assistance. You and your designated associate member now have peace of mind knowing you are connected to a team of dedicated professionals, who are ready to assist you 24 hours a day, 7 days a week. As a member, you have access to:

- ✓ **Towing**
- ✓ **Battery Jump Start**
- ✓ **Fuel Delivery**
- ✓ **Flat Tire Change**
- ✓ **Locksmith Services**
- ✓ **Hotel and Vacation Rental Discounts**
- ✓ **Rental Car Discounts**

Should you break down, get locked out, run out of gas* or get a flat tire, we are there to get you back on the road. For assistance, call 844-261-1277.

MEMBERSHIP PRIVILEGES

As a member of Carelumina Roadside Assistance, you are entitled to all services described in this book immediately upon receipt of your membership card and/or membership materials.

Free membership for one family member

Your spouse or one other designated family member living in your household with a valid driver's license is entitled to use all the services and benefits described here at no extra charge.

HOW TO USE YOUR CARD

Your personalized membership ID card for both you and your spouse should have been emailed to you with your membership kit. Your ID card carries the toll-free customer service number. Call anytime if you need road service or information concerning your member benefits. Please be sure to carry your card in your wallet for easy reference. The most important element of your ID card is your Carelumina Roadside Assistance membership number. You'll need this number to use many of your membership services and benefits.

If you have lost your card(s), please call the toll-free customer service number on your spouse's membership card, or log into the secure member website to print a new card.

*Does not cover cost of gasoline.

HELPFUL CONTACT INFORMATION

Roadside Assistance (844) 261-1277

Membership Services Hours 24 Hours, 7 Days a Week

EMERGENCY ROADSIDE ASSISTANCE

Whenever you, your spouse or an associate member has a problem with a disabled car, motorcycle or small truck under one (1) ton capacity, help can be obtained through your Carelumina Roadside Assistance membership.

You can call our toll-free customer service number listed on your membership card 24 hours a day to request dispatch service, and we will arrange to send help to your disabled vehicle from a participating facility. The Carelumina Roadside Assistance membership will make payment to the service facility directly for covered dispatch expenses.

This emergency road and tow benefit applies to any non-commercial vehicle you are driving at the time of disablement. Any car owned, leased or borrowed by a member will be covered.

Dispatch coverage for winching is limited to a 30-minute service call; any expenses incurred beyond a 30-minute dispatch call will be the responsibility of the member, payable directly to the service facility and is not reimbursable.

This service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good condition. Excessive claims may result in non-renewal or cancellation of your membership benefits (see terms and conditions in the back of this book).

COVERED BENEFITS

Towing service

If your car can't be started, towing from the point of disablement will be provided to the destination of the member's choice. If service is provided through the dispatch network, towing will be limited to 100 miles from the point of disablement. Any expenses incurred beyond the 100-mile limit will be the responsibility of the member, payable directly to their service facility, and are not reimbursable. In either case, service is limited to one tow or service call per disablement.

Car won't start

Service is available to provide a battery jump and minor roadside adjustments to start the car, even if it's in your driveway.

Flat tire

A flat tire will be changed with your spare tire. If for any reason the spare is not usable, the lug nuts cannot be removed or the vehicle has two flat tires with one usable spare, towing will be provided in accordance with the program's towing provisions.

Out of fuel

An emergency fuel supply will be delivered to a member in immediate need. The member must pay for fuel at the current pump price.

Car stuck

If a member's vehicle is stuck in a ditch, mud or snow, but is accessible from a normally traveled road, service will be given to tow or winch the vehicle.

DISPATCH SERVICE

Carelumina Roadside Assistance provides emergency roadside assistance nationwide through independent contractors for the convenience of its members.

If you need emergency roadside assistance anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico and Canada, simply call the toll-free customer service number listed on your membership card. This number can be reached 24 hours a day, 7 days a week. We will arrange to dispatch a service truck to you while you are on the phone.

When you call for dispatch service, be prepared to give the customer service representative the following:

- Name and membership number
- Location of the vehicle if known (street address, mile markers, etc.)
- Nature of the trouble (flat tire, won't start, etc.)
- Phone number from where you are calling

How it works

1. We will contact the nearest participating towing facility and then tell you the estimated time of arrival. Most service providers require you or another authorized person to be with the vehicle in order to receive service (unless it is unsafe to do so).
2. When the service truck arrives, present your membership card. The service provider may ask for your driver's license for additional identification.
3. After service is complete, please verify the information on the call slip provided by the service provider and sign it. The Carelumina Roadside Assistance program will pay the service facility directly for covered dispatch charges. You will be responsible for paying the service facility for any charges not covered.

Cancellations

Please cancel your request for service within 5 minutes of the time you called if it is no longer needed by calling us back at the toll-free number listed on your membership card.

Availability

We have made every effort to ensure that Carelumina Roadside Assistance emergency roadside assistance can function under all conditions.

However, during extreme weather conditions, there may be some delay before help can reach you. When such situations exist, we ask you to please be patient.

Of course, in some areas there may not be an available contractor. In this case, Carelumina Roadside Assistance will issue you an authorization number. The authorization number is required to be eligible for reimbursement. You will have to contact a facility, and we will reimburse you up to \$75.*

Important

Since all authorized service providers are independent contractors and not agents or employees of Carelumina Roadside Assistance or Driven Solutions, Carelumina Roadside Assistance can assume no liability for any damage to your vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property of a member must be filed against the servicing facility.

Carelumina Roadside Assistance will not accept responsibility for repair, availability, delivery or installation of parts. All parts used and services provided to you by the contractor must be authorized and paid for by you.

*See Roadside Assistance Reimbursement on page 5.

ROADSIDE ASSISTANCE SERVICE LIMITATIONS

Types of vehicles covered

Carelumina Roadside Assistance offers full road and towing services for all self-propelled, four-wheel vehicles, designed, licensed and used for private, on-road transportation, trucks and motorcycles.

The purpose of the roadside assistance benefit is to provide service in common emergency situations.

Coverage does not include:

- Service if member is not with the disabled vehicle. However, don't remain with the vehicle if it is unsafe to do so.
- Towing or service on roads not regularly maintained (including private property).
- Repeated service calls for a car in need of routine maintenance.
- More than one (1) service per disablement.
- Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles 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 which would be hazardous for service vehicles to reach.
- Installation or removal of snow tires and chains nor dismounting, repairing or rotating tires.
- Charging a weak or dead battery.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing.
- Service for: taxicabs, tractors, boats, trailers, recreational vehicles and trucks, dune buggies, or 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(s) where required by law.
- Service to vehicle which 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.
- Delivery or repair of tires.
- Towing of vehicle off a boat dock or marina.
- Service 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 law.
- Reimbursement for towing charges covered by automobile insurance.
- Towing of vehicles for disposal (i.e., to junk yard).
- Excessive use of club services is cause for non-renewal or cancellation of membership (see terms and conditions).

ROADSIDE ASSISTANCE REIMBURSEMENT

In some areas there may not be an available contractor. In this case, Carelumina Roadside Assistance will issue you an authorization number, and you will have to contact a facility on your own for emergency service. We will reimburse you up to \$75 per disablement.

Reimbursement limitations

- Members may only use the reimbursement option if a participating facility is unavailable.
- The authorization number is required to be eligible for reimbursement.
- Winching reimbursement covers up to \$75 in expenses.
- State and local taxes are not covered.

If Carelumina Roadside Assistance has issued an authorization number for prompt reimbursement of covered expenses, here is what you do:

1. Call any service station garage or towing service of your choice.
2. Obtain an itemized receipt for the service performed.
3. Write your membership number and 12-digit authorization number on the original receipt (not a photo copy) and send within 60 days* to:

Carelumina Roadside Assistance
Attn: Customer Service
PO Box 550747
Jacksonville, FL 32255

Claims that are postmarked more than 60 days after the date of service will not be honored.*

LOCKOUT SERVICE AND REIMBURSEMENT

If you or your spouse lock your keys in the car or lose your keys, we will make arrangements for lockout service. Simply call the toll-free number on your membership card. If service in your area is unavailable, we will issue you an authorization number so that you can call the nearest locksmith and be reimbursed for the cost up to \$100.

How to obtain your reimbursement

1. Call customer service to obtain an authorization number.
2. Call the locksmith of your choice.
3. Obtain an itemized receipt for the service performed. Please write the authorization and membership number on the original paid receipt (not a photocopy) and send it within 60 days* to:

Carelumina Roadside Assistance
Attn: Customer Service
PO Box 550747
Jacksonville, FL 32255

Please note

- The cost of making replacement keys or lock repair is not covered.
- Claims that are postmarked more than 60 days after the service date will not be honored.*

* No time limit for Utah and Wisconsin residents.

BASIC MEMBERSHIP GUIDELINES

- Excessive use of club services is cause for non-renewal or cancellation of Carelumina Roadside Assistance membership; however, your membership will not be cancelled without prior notice.
- If more than three (3) roadside assistance claims are made per year, the membership will be placed on a “cash call basis,” meaning: Carelumina Roadside Assistance will continue to arrange dispatch service for your disabled vehicle; however, the member must pay the authorized service provider for service charges at the time roadside is rendered, and these amounts are not reimbursed by Carelumina Roadside Assistance.
- The number of service claims will reset to zero on the anniversary date of your membership, and membership will be removed from cash call basis.
- Pursuant to Wisconsin state law, excessive use of club services by Wisconsin residents is cause for non-renewal on the member’s anniversary date, rather than cancellation.
- Pursuant to Wisconsin state law, benefits and dues for Wisconsin residents will not be changed without prior written notice and will take effect on the renewal or anniversary date.
- Carelumina Roadside Assistance guarantees your membership will not be cancelled without prior written notice.
- Member benefits and dues are subject to change without notice.
- Membership is continuous and will be automatically renewed, with dues being billed automatically on your specified billing vehicle.
- Excessive claims can be a cause for non-renewal or cancellation of membership (please see terms and conditions).
- If you change your address or need to reach us for anything other than a claim or reimbursement, please call us at the toll-free customer service number listed on your membership card or address correspondence to:
Carelumina Roadside Assistance
Attn: Customer Service
PO Box 550747
Jacksonville, FL 32255
- Carelumina Roadside Assistance members will not be required to pay any sums other than the membership fee for membership benefits and services. Optional benefits and restrictions are noted.
- Services and benefits of the membership are only available in the continental U.S., Alaska, Hawaii, Puerto Rico and Canada and for incidents occurring while your membership is in force.

MEMBERSHIP AGREEMENT INFORMATION

The following is an abridged version of the Membership Agreement between the sponsoring organization (“We and Us”) and the person who has enrolled in Carelumina Roadside Assistance (“You”). All persons subscribing (“Members”) agree to be bound by the complete terms of the Membership Agreement located on the program website, and are urged to read the terms carefully. If You have any questions regarding your Membership, You may contact our customer satisfaction center 24 hours a day, excluding holidays, at the toll-free number listed on your Membership Card. Please visit the website to view the complete Terms of Service and Membership Agreement, parts of which are incorporated in these materials.

Membership Benefits

As a Member, You have access to discounts on various products and services offered through Carelumina Roadside Assistance, customer satisfaction center and other benefits and services offered by independent vendors (“Benefits”) as specified in your Membership Guide. The discounts provided by Carelumina Roadside Assistance may not be used in conjunction with any other discount plan or program. All listed or quoted prices are current prices and are subject to change without notice. This is a discount membership program and may be discontinued or modified at any time.

Membership Terms

Your Membership is effective within two (2) business days of enrollment by You and shall continue until terminated by You at any time by calling Us at the toll-free number listed on the Carelumina Roadside Assistance membership card. Or write Us at the address provided by a Carelumina Roadside Assistance customer service representative. Upon cancellation, Your service will remain active for the remaining portion of the pre-paid membership month, year, or installment, and You will not owe any further membership fees, and will not be entitled to a refund of past fees charged to your account.

Payment of Membership Fee

The monthly payment of your Membership Fee is made automatically by a charge to the specified billing vehicle authorized by You. If We are unable to bill the Membership Fee to your specified billing vehicle at any time, We reserve the right to terminate your Membership without notification.

Use of Membership

Your Membership is non-assignable and non-transferable. You agree that only You and your enrolled immediate family members may use the Membership. The term “Immediate Family” shall be defined as You, your spouse, your children, and parents whose legal address is the same as yours. You shall be responsible for all use of your Membership and will promptly notify Us if You become aware of any unauthorized use of your Membership.

Disclaimer of Liability

Carelumina Roadside Assistance and/or the sponsor, do not guarantee, nor are responsible for the quality of products or services provided by any independent vendors. Carelumina Roadside Assistance and the sponsor are making no representations with respect to those matters. In the event any benefit is deemed unsatisfactory to the Member, the Member will look solely to the provider of the product or service for rectification. Accordingly, Carelumina Roadside Assistance and the sponsor make no warranty, expressed or implied, including but not limited to the warranty of merchantability or fitness for a particular purpose with respect to any Membership services or products obtained by a Member. All warranties, expressed or implied, are the responsibility of the manufacturer or independent vendor. Our liability shall not exceed your current membership fee and under no circumstances shall We be liable for incidental, consequential or exemplary damages. Carelumina Roadside Assistance may revoke, repossess, modify or cancel the services at any time. Use of the Membership is governed by the conditions set forth herein when issued and retained, and any use of this Membership constitutes acceptance thereof.

Entire Agreement

This Agreement contains the Terms and Conditions of Membership and no representations, inducements, promises or agreements concerning the Membership not included in this Agreement shall be effective or enforceable. If any terms of this Agreement become invalid or unenforceable, the remaining terms shall not be effected.

Reservation of Rights

We reserve the right to eliminate, add, change and substitute benefits and participating vendors without notice to You. We further reserve the right to change the terms and conditions of this Agreement and any Membership policies at any time without notice.

Governing Law

This Agreement and the terms of the Membership shall be interpreted, construed and enforced exclusively according to the laws of the State of Illinois. For any disputes regarding this Agreement You irrevocably consent to exclusive jurisdiction and venue before any federal or state court residing only in Chicago, Illinois to whose personal jurisdiction You agree to submit. However, nothing in this Agreement is intended or shall be construed to negate or otherwise affect the consumer protection laws of the state in which You reside.



The Carelumina Roadside Assistance dispatchers are available 24 hours a day, 7 days a week, throughout the United States, Puerto Rico and Canada.

For Assistance Call:
844-261-1277