

Acura Care® Roadside Assistance Client Perspective

ACURA
Financial
Services

acurafinancialservices.com



- Direct Call to Client
- Client Satisfaction Surveys Conducted

ACURA
CARE

Cross Country
AUTOMOTIVE SERVICES

*Cross Country Automotive Services



Acura Care® Roadside Assistance Program Information



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FEATURES/BENEFITS

• National Toll-Free Assistance

1-800-594-8500, available 24 hours a day, 7 days a week, 365 days a year.

• Emergency Comprehensive Towing Coverage

Is available when the vehicle is unable to proceed safely due to a mechanical failure, accident, etc. Coverage is up to \$100 per disablement.

• Sign & Drive Roadside Assistance

Is available up to \$100 per occurrence.

This coverage includes:

- 24/7 roadside assistance
- Towing
- Lockout assistance
- Battery jump-start
- Flat tire change
- Fuel delivery (up to 3 gallons)

• Trip Interruption

If a mechanical breakdown disables an eligible Acura vehicle 100 miles from home, reimbursement for clients' food and lodging expenses are covered for up to 3 consecutive days. The maximum benefit is \$100 per day for Acura Care (\$300 maximum per occurrence). For Acura Care Certified plans, reimbursement is up to \$300 per day (\$900 maximum per occurrence).

• Personalized Travel Plan

Clients can receive detailed trip-routing packages with computerized itineraries, Acura dealer locations, destination stops, mileage between destinations and projected driving times between stops.

CONCIERGE EMERGENCY SERVICE

• Emergency Airline Ticket Assistance

If a client's Acura vehicle is disabled, Acura Care can assist in determining available flights and ticketing, and can arrange for the delivery of airline tickets.

• Emergency Cash Advance

Acura Care Roadside Assistance can arrange for the delivery of up to \$1,000 to any of 10,000 Western Union offices nationwide, subject to the client's personal credit card line authorization.

• Personal Items Shipment

While traveling in their Acura vehicles, clients can use Acura Care Roadside Assistance to help arrange emergency shipment of personal items, such as medications, eyeglasses, passports or other travel-related items, if lost or stolen.

• Insurance Claim Assistance

In the event of an accident with their Acura vehicles, Acura Care Roadside Assistance can contact an insurance claims adjuster to aid in expediting their claims.

• 24-Hour Weather Information

Is available to clients through Acura Care Roadside Assistance.

• Urgent Message Relays

Up to three urgent messages can be communicated for your clients. Examples are contacting a spouse, family member or workplace.

• Auto Glass Replacement Referrals

Can be made to nearby authorized replacement facilities or to arrange on-site installation or assistance.

• Special Emergency Service

Can assist in arranging any other reasonable emergency services, such as notifying state or local police of emergency situations, travel arrangements requiring special accommodations and more.

CLAIM SUBMISSIONS

Services should be secured through calling the national toll-free line at 1-800-594-8500. In the unusual circumstance where clients look to obtain local assistance on their own, clients should first obtain an authorization number by calling the above toll-free number. For reimbursements up to the program limits, clients should submit, within 30 days of the disablement, the authorization number, their name, address, VIN or service contract number, a description of the emergency services and their valid paid receipt(s) to:

Cross Country Motor Club
Attn: Claims
P.O. Box 9145
Medford, MA 02155

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