

# Honda Care® Roadside Assistance Customer Perspective

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# Honda Care® Roadside Assistance Program Information

## Features/Benefits

- **National Toll-Free Assistance**  
1-800-594-7400, 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 Honda vehicle more than 100 miles from home, reimbursement for customers' food and lodging expenses are covered for up to 3 consecutive days. The maximum benefit is \$100 per day (\$300 maximum per occurrence).
- **Personalized Travel Plan**  
Customers can receive detailed trip routing packages with computerized itineraries, Honda dealer locations, destination stops, mileage between destinations and projected driving times between stops.

## Concierge Emergency Service

- **Emergency Airline Ticket Assistance**  
If customers' Honda vehicles are disabled, Honda Care can assist in determining available flights and ticketing and can arrange for the delivery of airline tickets.
- **Emergency Cash Advance**  
Honda 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 customer's personal credit card line authorization.
- **Personal Items Shipment**  
While traveling in their Honda vehicles, customers can use Honda 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 Honda vehicles, Honda Care Roadside Assistance can contact an insurance claims adjuster to aid in expediting their claims.
- **24-Hour Weather Information**  
Is available to customers through Honda Care Roadside Assistance.
- **Urgent Message Relays**  
Up to three urgent messages can be communicated for your customers. For example, 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 1-800-594-7400. In the unusual circumstance where customers look to obtain local assistance on their own, customers should first obtain an authorization number by calling the above toll-free number. For reimbursements up to the program limits, customers 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