



## Roadside Assistance Terms and Conditions

- The benefits and services described in these Terms and Conditions are available to valid accountholder(s) of a participating financial institution ("Eligible Member") who choose to use a Network Provider or directly contact to use their own provider for roadside assistance. In addition, an Eligible Member who chooses to contact and use their own provider directly is also subject to the terms and conditions of that provider and the stated reimbursement process at [bazing.com](http://bazing.com) and on the BaZing mobile app of Qualified Services for this option.

- Service is provided in the United States, Puerto Rico, and Canada.
- Service is available for legally registered light passenger vehicles under 10,000 pounds GVWR (e.g., sedans, coupes, convertibles, SUVs, mini-vans, light-duty pickup trucks, etc.) owned or leased by the Eligible Member.
- There will be a limit of one (1) occurrence for the same Covered Service type during any continuous seven (7) day period, and a maximum of four (4) Covered Services per twelve (12) month period of coverage. After four events, or for services not included in the program, Roadside Assistance will offer to arrange for Service at commercial rates to be paid entirely by the Eligible Member at the time service is rendered.
- Maximum program benefit is \$80 per service event. A representative will advise the Eligible Member of any charge over \$80. If applicable, such amount must be paid directly to Dominion Motor Club at the time of Service.
- While prompt attention to service calls is our goal, Dominion Motor Club makes no warranties regarding actual response times on individual calls. Neither is responsible for service delays or extra expenses associated with such delays. Including but not limited to inconvenience, storage, payment for lost time, vehicle rental

expenses, lodging, meals, other travel costs, and other miscellaneous expenses.

- The Service covers towing for mechanical problems or collisions only. Towing related to misuse and other damage (e.g., fire, theft, freezing, vandalism, explosion, driving over curbs, or damage caused by airborne debris, road debris, and weather-related phenomena) can be arranged at the Eligible Member's expense. Vehicles will be towed to the nearest repair facility for Service.
- Winching (removal from a physical encumbrance such as a ditch or snowbank) is covered. Winching is limited to one operation/truck for 30 minutes and only from a place accessible within 50 feet of a commonly traveled roadway. This Service does not cover extrication when driving a Covered Vehicle off-road or unpaved surfaces.
- Lock-out Assistance is covered if your keys are locked inside your Covered Vehicle. Assistance will be provided to gain entry into the Covered Vehicle. The Eligible Member will pay any cost of keys and materials. Locksmith services and key replacements are not covered.
- Jump Start services are available for battery failures to a Covered Vehicle.
- Tire Change services are included to remove a damaged or deflated tire and replace it with a functional spare tire supplied by the Eligible Member at the location of the disablement.
- Fuel replenishment is available only if the Eligible Member has completely run out of fuel. The Eligible Member pays the cost of fuel.
- Coverage shall not be provided in the event of: Emergencies resulting from the use of intoxicants or narcotics or the use of the Covered Vehicle in the commission of a felony; Cost of parts, replacement keys, fluids, lubricants, or fuel; Cost of installation of products, or materials; Nonemergency towing or another non-emergency service; Any service available through a valid manufacturer's

warranty or Service; Non-emergency mounting or removing of snow tires or chains; Shoveling snow from around a vehicle; Tire repair; Motorcycles, trucks over one-and-a-half-ton capacity, antique vehicles (meaning vehicles over 20 years old or out of manufacture for 10 years or more), taxicabs, limousines, or other commercial vehicles; Recreational vehicles (including self-motorized RVs), camping trailers, travel trailers, or any vehicles in tow; Any and all taxes, tolls or fines; Damage or disablement due to fire, flood or vandalism; Towing from or repair work performed at a service station, garage or repair shop; Towing by other than a licensed service station or garage; vehicle storage charges; a second tow for the same disablement; Service on a vehicle that is not in a safe condition to be towed or serviced or that may result in damage to the vehicle if towed or serviced; Towing or Service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.; Towing at the direction of a law enforcement officer relating to traffic.

This Roadside Assistance program is a service provided by Dominion Motor Club, 500 Borla Dr. Johnson City, TN 37604.

(THIS IS NOT AN INSURANCE CONTRACT)