

Desjardins Roadside Assistance is intended for emergency situations where a passenger vehicle is used to transport individuals. As such, the program does not cover the following:

- Repeated service calls for a poorly maintained vehicle or a vehicle in need of routine maintenance.
- Repeated service calls for the same problem on a vehicle that did not receive the necessary maintenance or repairs.
- Snow removal from or around the vehicle.
- Seasonal tire change, chain installation or removal.
- Vehicle storage charges.

REIMBURSEMENT POLICY

If for whatever reason you wish to cancel your Desjardins Roadside Assistance membership, and you did not use the emergency services, you have to contact the customer service within the first 30 days to be entitled to a full refund of your membership fees.

RENEWAL CONDITIONS

To guarantee uninterrupted coverage under the Desjardins Roadside Assistance program, you will receive a renewal notice and your new membership cards 45 days before your membership expires. Should you decide not to renew your program membership, you must inform our Customer Service within 30 days of your membership's end date.

PROGRAM ADMINISTRATION

Desjardins Roadside Assistance is not an insurance contract and is a service fully administered by Assistel inc.

The choice of service provider is made exclusively by the program administrator and is based on the location where the breakdown occurs. Roadside assistance providers used by the program administrator are independent contractors selected according to their ability to provide fast quality services. Under no circumstances, however, will the administrator be held responsible for service delays, damage, injury, loss or inconvenience caused by these providers.

HELP IS JUST A PHONE CALL AWAY!

DESJARDINS ROADSIDE ASSISTANCE

Desjardins Roadside Assistance is available 24 hours a day at the following numbers:

Montreal area

514 868-8878

Elsewhere in Canada and the U.S.

(except in Alaska, Hawaii and Porto Rico)

1 866 644-8878

When calling, make sure to have your membership card handy for faster service.

CUSTOMER SERVICE

For any questions about Desjardins Roadside Assistance or to inform us of a change of vehicle or address, call our customer service department Monday to Friday between 8 a.m. and 8 p.m. (Eastern Time) at the following numbers:

Montreal area

514 868-8878

Elsewhere in Canada and the U.S.

(except in Alaska, Hawaii and Porto Rico)

1 866 644-8878

Conditions may apply.

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The Desjardins Roadside Assistance program is managed by Assistel Inc.

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SERVICE GUIDE

A REASSURING PROTECTION

In the event of a roadside emergency situation or an unexpected mechanical breakdown the Desjardins Roadside Assistance program will cover up to **5* emergency service calls per membership year**, regardless of the vehicle you drive or who's behind the wheel of your vehicle!

SERVICES OFFERED



Towing: to the nearest authorized repair facility or to the garage of your choice within a 10 km radius of the breakdown site. Additional kilometres, beyond the first 10 kilometres, will be at the driver's expense. Only one towing per event is covered.



Battery boost: to jump-start your vehicle when the battery is too low or needs to be boosted. If the vehicle will not start, a tow can be provided in accordance with the terms of the program



Flat tire change: to replace a flat tire with your vehicle's spare tire. If you do not have a spare tire, a towing service can be provided in accordance with the terms of the program



Fuel delivery: to deliver a sufficient quantity of fuel allowing you to get to the nearest gas station. The cost of the fuel must be paid by the driver on site.



Winching: to extract the vehicle from mud, sand, snow or a ditch, provided it can be safely reached from a normally travelled road or established thoroughfare. One operator and truck will be provided for this service. The driver is responsible for the associated cost if additional equipment or operators are required.



Lockout service: to unlock the doors if your keys are locked inside the vehicle. If your keys are lost or broken, or if the operator cannot gain access to your vehicle, it will be towed in accordance with the conditions of the program. Locksmith services, if required, will be reimbursed up to \$50, excluding parts.

HIT THE ROAD WITH PEACE OF MIND WITH THE DESJARDINS ROADSIDE ASSISTANCE

PROGRAM EXCLUSIONS

Desjardins Roadside Assistance program does not apply to:

- The transport of a vehicle from a garage (authorized or not) to another garage or another location.
- The transport of a vehicle to a private residence, salvage yard or warehouse or any location other than an authorized garage.
- The transport of a vehicle, a private road, a vacant lot, a private entrance blocked by snow or ice (snow removal not covered), a beach an unmaintained, uneven or uncleared road, an unassumed road or any other hard to reach areas.
- The transport of a vehicle stored, temporarily unused, unregistered or not legally drivable.
- The transport of a vehicle whose driver is not fit to drive (under the influence of drugs, alcohol or fatigue).
- Events related to an accident (collision with another vehicle, bump or impact with an object, an animal or a person) that could make the vehicle undriveable.
- The towing or winching of a vehicle whose gross vehicle weight rating (GVWR) exceeds 3,500 kg.
- Any recreational vehicles (motorcycle, moped, snowmobile, ATV, caravan, camper, trailer, three-wheeler bicycle and scooter (with or without electric assistance) or any other accessories.
- Vehicles exclusively used for commercial purposes and car-sharing vehicles.
- For vehicles with significant aesthetic modifications (side skirts, lowered suspension, etc.) that could prevent the supplier from performing the requested service;
- An unattended vehicle (someone must remain with the vehicle at the breakdown site).
- For costs related to parts, labor or repairs required as a result of the breakdown or damage caused by the service provider.

Note: Any false or fraudulent claim made during enrollment or a service call could result in the refusal to pay or reimburse expenses by the program administrator.

RAIN OR SHINE, 24 HOURS A DAY, OUR TEAM IS ALWAYS READY TO ASSIST YOU

SCOPE OF COVERAGE

Double-protection:

You are protected regardless of the vehicle you drive.

AND

Your vehicle is protected regardless of who's behind the wheel.

- Coverage takes effect 48 hours after membership's effective date. Services provided before this date will not be reimbursed.
- For the duration of your contract, you must inform our customer service whenever you change vehicles. Coverage of a new vehicle will take effect 48 hours after the notice of change.
- If, for valid and verifiable reasons, the member is unable to reach the roadside assistance service, and must obtain service on his own, he will have to pay the charges and return the original receipt to the program's customer service department within 30 days of the breakdown to be eligible for reimbursement. When submitting his claim, the member must provide evidence that the service was provided by a certified repair professional. Reimbursement will be based on the prevailing commercial rate in the region where the vehicle broke down and in accordance with the program's terms.
- During bad weather, waiting times may be longer. Under exceptional conditions, the program's agent may ask you to find your own service provider, pay for the service and subsequently request reimbursement. Program's conditions will then apply. In the event that a vehicle towing a camper, trailer, or any other equipment, must be towed or winched, any additional fees incurred to tow or disengage the camper, trailer, or other equipment are not covered and must be paid directly by the member.
- In the event of a breakdown, Desjardins Roadside Assistance cannot guarantee that available towing operations will have the equipment necessary to tow the camper, trailer, or other equipment. The wait time may be longer than usual, or under certain exceptional conditions, we may ask you to find a service provider that will tow the camper, trailer, or other equipment, at your own expense.

* Always up to 5 emergency service calls per membership year, regardless of the number of vehicles registered.