

## **ROADSIDE ASSISTANCE PROGRAM FOR GOODYEAR PROGRAM DETAILS (PER YEAR)**

### **GEOGRAPHICAL LIMIT**

**Section 1:** The assistance services will be provided in the following Vehicle Assistance regions:

- National Capital Region (NCR)
- Cordillera Autonomous Region: Abra, Apayao, Benguet, Ifugao, Kalinga and Mountain Province
- Region I: Ilocos Norte, Ilocos Sur, La Union, Pangasinan
- Region II: Cagayan, Isabela, Nueva Viscaya and Quirino
- Region III: Aurora, Bataan, Olongapo, Zambales, Bulacan, Nueva Ecija, Tarlac, Pampanga
- Region IV-A: Cavite, Laguna, Batangas, Rizal, Quezon
- Region IV-B: Occidental Mindoro, Oriental Mindoro, Palawan
- Region V: Albay, Camarines Norte, Camarines Sur, Sorsogon
- Region VI: Aklan, Antique, Capiz, Iloilo City, Negros Occidental (Bacolod)
- Region VII: Tacloban City, Cebu, Bohol, Negros Oriental, Siquijor
- Region VIII: CARAGA (Butuan)
- Region IX: Zamboanga City
- Region X: Bukidnon, Misamis Occidental, Misamis Oriental, Cagayan De Oro City
- Region XI: Davao Del Norte, Davao Del Sur, Davao Oriental, Davao City
- Region XII: South Cotabato (General Santos City)
- Region XIII: Agusan Del Norte, Agusan Del Sur, Surigao Del Norte, Surigao Del Sur
- The right to the services under this Section will come into effect 0 km. from the usual place of residence of the Beneficiary.
- Excluded Areas (covered under reimbursement subject to initial call to the telephone hotline and presentation of required documents to be filed within 90 days from date of towing service)
- Lanao del Norte (except Iligan City), Lanao del Sur, North Cotabato, South Cotabato, Maguindanao, Sultan Kudarat, Sulu, Tawi Tawi, Basilan, Zamboanga del Norte, Zamboanga del Sur, Zamboanga Sibugay, Compostela Valley, Catanduanes, Masbate, Sarangani, Batanes, Romblon, Marinduque, Guimaras, Camiguin

The nearest available truck will be dispatched but waiting time may vary for those covered areas where there are no accredited tow trucks present or not capable of towing and no third-party towing company available in the area.

Whenever Pacifico Assistance Corp. is not involved directly in providing the service, the Beneficiary shall first obtain Pacifico Assistance Corp.'s authorization by telephone. After receiving the service from a third party, the Beneficiary shall submit the original invoices to Pacifico Assistance Corp. for reimbursement within 90 days from the date of assistance (towing service). Reimbursement will only be made if the towing service of a third party was done on a covered area under the Contract.

**SECTION 2:** The assistance services will be provided in those places mentioned in **Personal Assistance Section 1 above**. The right to personal assistance shall be effective if the place of Vehicle breakdown is not less than 25 kms. from the usual place of residence of the Beneficiary.

### **DURATION OF COVERAGE:**

The duration of the coverage of assistance services to be rendered by the Service Provider for the clients/beneficiaries/enrollees of the CONTRACTING PARTY shall be for one (1) year. The commencement date or coverage period of the assistance shall be the effectivity date indicated on the declaration of the CONTRACTING PARTY on their enrolment list to PACIFICO ASSISTANCE CORP.

**“Cashless” Roadside Assistance service** (subject to benefit limit) within the following major expressways.

- North Luzon Expressway (NLEX)
- Subic - Clark - Tarlac Expressway (SCTEX)
- Tarlac - Pangasinan - La Union Expressway (TPLEX)
- South Luzon Expressway (SLEX) Alabang, Muntinlupa to Calamba, Laguna
- Magallanes to Alabang At-Grade (SOMCO)
- Metro Manila Skyway Stage 1 (MMSS1) Buendia, Makati to Bicutan, Paranaque
- Metro Manila Skyway Stage 2 (MMSS2) Bicutan, Paranaque to South Station in Alabang-Zapote, Muntinlupa
- Metro Manila Skyway Stage 3 (MMSS3) Buendia, Makati to North Luzon Expressway near Balintawak Toll Plaza
- Southern Tagalog Arterial Road (STAR) Tollways
- Ninoy Aquino International Airport Expressway (NAIAX)
- Cavite - Laguna Expressway (CALAX)
- Cavite Expressway (CAVITEX)
- C5 South Link Segment 3A-1 connecting C5 from Taguig to Merville in Paranaque

\*\*Cashless service applies only to towing (due to breakdown or accident) and/or minor onsite repairs such as battery jumpstart, change of flat tire and delivery of emergency fuel. Impounding fees and damage to properties are not covered under the program.

### **ALLOWABLE REIMBURSEMENT CASES**

- Immediate Towing Zone such as EDSA, Roxas Boulevard, Macapagal Boulevard, Osmeña Highway, Filinvest Alabang Muntinlupa, Bonifacio Global City
- Cases with prior approval from Pacifico Assistance Corporation
- Those units which were not initially notified to Pacifico Assistance Corporation due to any of the following reasons below:
  - I. Those in identified Immediate Tow Away Zone areas where an MMDA or LGU tow truck pass by the area and tow the unit ahead of Pacifico Assistance Corporation.
  - II. Insured/Driver is injured and was not able to call the hotline.
  - III. Other accident-related situations that built up the pressure during the incident leading the Insured to fail to call the hotline.

## **1 - VEHICLE ASSISTANCE**

### **\*\* Towing of the Covered Vehicle**

In the event that the Covered Vehicle could not move due to breakdown or accident, SERVICE PROVIDER will bear with the towing expenses of the Covered Vehicle, up to a maximum agreed limit indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT.

### **\*\* Removal and Recovery of Vehicle Using Crane**

In the event of an accident, where the vehicle has been rendered a total wreck or has fallen in a ravine and the like, SERVICE PROVIDER will arrange to have the Vehicle removed with the use of a crane and deliver to the nearest accredited repair facility. The Maximum amount payable is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT.

### **\*\* Battery Boosting / Battery Jumpstart**

In case the Covered Vehicle battery is weak and does not have enough power to start the engine, SERVICE PROVIDER will send a technician complete with good spare battery and boosting cable and shall conduct a battery boosting onsite.

### **\*\* Delivery of Emergency Fuel**

If the Covered Vehicle runs out of fuel, the Beneficiary may request SERVICE PROVIDER to provide fuel (up to an agreed limit). Cost of delivering the fuel is subject to benefit limit but the actual cost of fuel shall be paid by the Beneficiary upon delivery.

### **\*\*Delivery of Spare Key**

In case of loss, damage of key or being locked inside the vehicle, SERVICE PROVIDER will arrange pickup of spare key, with coordination and approval of the registered owner of the vehicle and bring the spare key to the person onsite.

### **\*\* Locksmith Service**

If the Beneficiary cannot access the Covered Vehicle due to the key being locked inside the Vehicle, SERVICE PROVIDER (subject to Client Company's Approval) will send a locksmith to open the vehicle door and pay for the Locksmith's labor charges and travel expenses.

### **\*\*Flat Tire Replacement**

If the Covered Vehicle has a punctured tire, SERVICE PROVIDER will take care of replacing it with the vehicles' good spare tire, using a technician accredited by SERVICE PROVIDER.

### **\*\*Misfuelling Cover**

If the Covered Vehicle was loaded with wrong type of fuel, SERVICE PROVIDER shall reimburse/cover the amount as indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, for restarting the Covered Vehicle and cleaning or draining service of the fuel tank. *Important: Neither the supply of parts or replacement elements, nor materials in general are included in this coverage. Availment of any of the above benefits would constitute one event unless in*

conjunction with towing service. No amount shall be payable under this benefit/service with respect to the repair cost of the Vehicle. In the event that the expense is higher than the guaranteed limit, the excess will be for the account of the Beneficiary.

## 2 – PERSONAL ASSISTANCE

- Stay or travelling expenses of the Beneficiary due to immobilization of the Covered Vehicle

The beneficiary may choose among the following benefits;

- SERVICE PROVIDER will bear the cost of 3D/2N accommodation as indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, in case of immobilization of the Covered Vehicle due to breakdown, and repair time is longer than 48 hours as established by the repair facility OR;
- Continuation of Journey (if the vehicle cannot be repaired within 48 hours from time of breakdown). Beneficiary may choose between:
  - Arrangement for the transfer to the place of residence or original place of destination thru provision of alternate means of transportation, for as long as the distance between the place of breakdown to the place of original destination is not greater from the place of breakdown to the Beneficiary's usual place of residence. Maximum limit is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, or
  - Reimbursement of alternative transportation expenses (subject to submission of Original Receipt) to the place of planned destination, for as long as the distance between the place of breakdown to the place of original destination is not greater than the distance from place of breakdown to the Beneficiary's usual place of residence. Maximum limit is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT

Note: Availment of any of the above benefits would constitute one event.

- Accident Coordination

In the event of an accident involving the Covered Vehicle, upon the request of the Beneficiary, SERVICE PROVIDER will coordinate with the necessary government agencies (PNP, PNP-HPG, MMDA, SKYWAY Patrol, etc.) to assist the Beneficiary.

- Relay of Urgent Messages

At the request of the Beneficiary, the SERVICE PROVIDER will arrange to convey urgent and very important messages relating to the matters above.

## 3 – MEDICAL ASSISTANCE

### 1. Ambulance Coordination Assistance with Reimbursement Benefit

In the event of an accident involving the Covered Vehicle and upon request of the Beneficiary or any of the passengers of the Covered Vehicle, SERVICE PROVIDER will arrange for an ambulance service to transport the injured passenger from the place of accident to the nearest medical facility. Cost of ambulatory service shall be for the account of the Beneficiary except for the amount stipulated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT which may be reimbursed by the Beneficiary from SERVICE PROVIDER, subject to the presentation of the Official Receipt. Reimbursement for the Ambulatory Costs constitutes as one event.

### 2. Arrangement for Hospital Admission Assistance

SERVICE PROVIDER will take necessary hospital admission assistance in the event that the Beneficiary and/or other passengers in the Covered Vehicle are injured because of a car accident. Cost of the hospital expenses shall be for the account of the Beneficiary.

### 3. Mortal Remains Repatriation of Beneficiary

In the event of death of the Beneficiary (caused by road accident with the Covered Vehicle) and upon request of immediate relative, SERVICE PROVIDER will arrange for the repatriation of the mortal remains to the usual place of residence for burial. The maximum payable amount per event is stipulated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT for the account of the SERVICE PROVIDER. This service does not include burial related expenses. Availment of this would constitute one event.

## 4 – INFO 24 SERVICE

- Emergency Services Directory Assistance
- Program Coverage and Benefits Inquiry
- Goodyear Dealership Directory Inquiry

### Number of Covered Events per Year

The Client Company's Beneficiary is entitled to a maximum limit as stipulated in ANNEX 1: SCHEDULE OF BENEFIT LIMIT.

Coverage:

- Vehicle Assistance – The right to the services under this section will come into effect (zero) "0" kilometer from usual place of residence of the Beneficiary.
- Personal Assistance – The right to the services under this section will come into effect (twenty-five) 25 kilometers from the usual place of residence of the Beneficiary.

ANNEX 1 SCHEDULE OF BENEFIT LIMIT		
COVERAGES	BENEFIT LIMIT	
	2 – TIRES PURCHASE	4 – TIRES PURCHASE
<b>Section 1 – Vehicle Assistance</b>		
1. Towing of the Covered Vehicle	₱ 4,000	₱ 5,000.00
2. Removal and Recovery of Vehicle Using Crane	₱ 8,000.00	₱ 10,000.00
3. Battery Boosting / Battery Jumpstart		
4. Fuel Delivery	₱ 4,000.00	₱ 5,000.00
5. Locksmith Service		
6. Delivery of Spare Key		
7. Flat Tire Replacement		
8. Misfuelling Cover	₱ 1,000.00	₱ 2,000.00
<b>Section 2 – Personal Assistance</b>		
9. Accommodation for 3D/2N	₱ 3,000.00	₱ 4,000.00
10. Continuation of Journey	₱ 2,000.00	₱ 4,000.00
11. Reimbursement of Transport Expenses		
12. Relay of Urgent Messages	nil	nil
13. Accident Coordination	nil	nil
<b>Section 3 – Medical Assistance</b>		
14. Dispatch of Ambulance	₱ 3,000.00	₱ 5,000.00
15. Mortal Remains Repatriation		
16. Arrangement on Hospital Admission	nil	Nil
<b>Section 4 – Info 24 Service</b>		
17. Emergency Services Directory Assistance	nil	Nil
18. Goodyear Autocare Directory Assistance	nil	Nil
19. WFA RSA Program Benefits Inquiry	nil	Nil

The Beneficiary is entitled to a maximum of Three (3) events per year in case of vehicle breakdown. There is no limit on the number of towing services in case of road accidents with the Beneficiary's enrolled Vehicle.

### Notes:

- Nationwide Coverage – reimbursement basis for those areas falling within Excluded Areas. However, it is required that a telephone call should first be made to the SERVICE PROVIDER during the actual incident of breakdown/accident and submit required documents ninety (90) days from date of towing.
- Other than from location of breakdown to workshop of choice (subject to coverage limits, in excess of which will be borne by the Beneficiary), should cover towing from residence to accredited repair shop on the premise that Vehicle is stalled / would not start up.

### CONDITIONS:

- Beneficiary should take all reasonable precautions to minimize the loss.
- Beneficiary should call the SERVICE PROVIDER as soon as possible to report the problem and request service.
- Whenever SERVICE PROVIDER is not involved directly in providing the service, the Beneficiary should first obtain the SERVICE PROVIDER's authorization by telephone. After receiving the service from a third party, the Beneficiary shall submit the original Official Receipt on payment made, duly accomplished Technical Claim Form and copy of driver's license (and Police Report if due to accident), to SERVICE PROVIDER within ninety (90) days for reimbursement.