

# Roadside Assistance

## 24-hour Emergency Roadside and Towing



**WESTFIELD®**

Westfield Roadside Assistance is designed to meet the needs of Westfield customers by providing emergency services to get the customer back on the road quickly, easily and safely in the event a covered vehicle experiences a mechanical or electrical failure.

**Customers can request Roadside Assistance by choosing one of the following options:**

## Coverage Includes:

### Vehicle Tow

A tow to the nearest qualified repair facility plus 10 miles. We'll automatically locate and recommend the nearest qualified repair facility. The customer can use a facility of choice, up to 10 miles beyond the recommended repair facility.

### Battery Failure

We'll provide a jump-start, if the battery fails.

### Flat Tire

We'll put the customer's spare tire on the vehicle at the scene.

### Fuel and Fluid Delivery

If the vehicle runs out of fuel, we'll deliver up to two gallons or if the vehicle overheats, we'll deliver oil, water or other fluid (where available).

### Lockout

We'll unlock the vehicle if the keys were locked inside (cost of the key is not included).

### Roadside Winching

If the vehicle is stuck in the snow, mud, water or sand, within 100 feet of a road or highway, a winching service will get the vehicle out and back on the road.

## Roadside Assistance Customer Path

### Step 1: Customer Contact

When a disablement occurs, the customer contacts our vendor partner, Agero®, and is greeted by a highly trained professional ready to dispatch the necessary roadside service.

### Step 2: Dispatch Assistance

Driven by the roadside event location, Agero's geographical information system searches the service database for the best-suited service provider based on historical performance. An estimated time of arrival is obtained, and service is secured.

### Step 3: Service Communications

An automated callback system initiates two notifications to keep the customer informed on their service request status: The first notification provides the customer with the name of the service provider and the estimated time of arrival. The second notification confirms that service has arrived, further enhancing the customer experience and ensuring that the service has met their needs.

**24-Hour Emergency Roadside Assistance** - The policy limit is \$100 per occurrence. The customer is responsible for any expense not related to a covered service, or if the tow goes beyond the mileage radius. Charges can be paid directly via credit card or cash depending on the customer's preference.

**24-Hour Emergency Towing Services** - If a tow is required, the customer must speak with a live agent to request alternative transportation. We offer complementary alternative transportation through Lyft ride-sharing services during the initial roadside service request. If a customer contacts a service provider on their own, they can submit their receipt for reimbursement consideration through our Roadside Reimbursement Self-Service Portal.

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## Q&A



### What is Westfield Roadside Assistance?

Westfield Roadside Assistance provides 24/7 emergency services to get the customer back on the road quickly in the event a covered vehicle experiences a mechanical or electrical failure.

### How do customers request roadside assistance service?

- Call 877.787.9078, option 1, to speak with a live agent, or a natural language Interactive Voice Response (IVR) system; online through our [Roadside Assistance Self-Service Portal](#) or [MyWestfield](#).

### What does roadside assistance cover?

Coverage is available on a per-car basis and applies to private passenger autos, pickups and vans with Comprehensive coverage. If Roadside Assistance coverage applies, the following emergency services are included:

- **Vehicle Tow** – A tow to the nearest qualified repair facility plus 10 miles. We'll automatically locate and recommend the nearest qualified repair facility. The customer is still able to use a facility of choice, up to 10 miles beyond the recommended facility.
- **Battery Failure** – The cost of a jump-start, if the battery fails
- **Flat Tire Change** – A qualified service provider can put the spare tire on the vehicle at the scene.
- **Lockout** – A qualified service provider can unlock the vehicle if the keys were locked inside (cost of the key is not included).
- **Fuel and Fluid Delivery** – The cost of delivery if the vehicle ran out of fuel (up to two gallons of fuel is included in the cost) or the vehicle overheats, and requires oil, water or other fluid (where available).
- **Roadside Winching** – If the vehicle is stuck in the snow, mud, water or sand, within 100 feet of a road or highway, a qualified service provider can winch the vehicle back on the road.
- **Mechanical Labor** – Up to 60 minutes at the place of disablement.

The customer is responsible for any expense not related to a covered service, or if the tow goes beyond the mileage radius.

### What is the policy limit?

\$100 per occurrence.

### What is the covered territory?

United States, District of Columbia, Puerto Rico and the 10 provinces of Canada.

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#### **Are alternative transportation services offered?**

Yes. If a tow is required, we offer complementary alternative transportation through Lyft ride-sharing services during the initial roadside service request.

The service will be delivered through a self-service voucher. A code is delivered to the customer enabling the customer to have full control over scheduling the service at their convenience.

We cover fares up to \$30 for services that require transportation for up to four people. If five or more people require transportation, we may dispatch an extra capacity vehicle or two Lyft vehicles. The total fare for the extra capacity vehicle, or the two Lyft vehicles will not exceed a combined fare of \$60.

Service may not be offered when the breakdown is on a highway, Lyft is not available, or the customer requests Premium or Black service.

#### **If the customer contacts a service provider on their own, where should the invoice be submitted for reimbursement?**

Submit a roadside reimbursement claim through our Roadside Reimbursement Self-Service Portal using the following platforms:

If not on the invoice, be sure to include the name, address, and phone number of the service provider to expedite the processing of your reimbursement request.

Questions about the program? Call 800.243.0210 ext. 4306730  
or email [WestfieldRoadsideAssistance@westfieldgrp.com](mailto:WestfieldRoadsideAssistance@westfieldgrp.com)