

# QUEST MOTOR CLUB OF CALIFORNIA EMERGENCY ROADSIDE ASSISTANCE MEMBERSHIP APPLICATION

## MEMBER INFORMATION

Toll Free: 1.800.541.2593

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

## MEMBERSHIP TYPE

Basic Membership

Premium Membership

If no membership is selected, the basic membership will apply.

## MEMBER SIGNATURE

Member's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## AGENT INFORMATION

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## AGENT SIGNATURE

Authorized Agent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### HOW IT WORKS:

Membership benefits apply to members and not to any single vehicle. Members can be towed to the nearest service station or to their home.

Members are entitled to four service calls per year. Service calls include towing, battery assistance, lockout assistance, flat tire assistance, gasoline delivery and extrication (winching). If your vehicle is disabled and cannot be driven safely under its own power, you may contact us toll free for assistance.

If we are unable to secure a service provider that can service your vehicle in a timely manner, you may obtain pre-authorization to contact the facility of your choice and submit a claim for reimbursement.

If you do not contact our toll free dispatch to arrange for service first, reimbursement is limited to \$50 for Basic Memberships and \$100 for Premium Memberships per occurrence.

## BENEFIT COVERAGE:

Quest Motor Club of California ("Quest Motor Club of California", "We", "Our", "Us") covers the member ("You", "Your") for up to four (4) emergency road or towing service events per membership year. You will have no additional out-of-pocket expense for your contracted events. If additional emergency road or towing services are requested, Quest Motor Club of California will dispatch service; however, You will be fully responsible for all charges incurred, and You will be required to pay the service provider directly at the time of service. You must be present at time of service. Quest Motor Club of California roadside assistance is available throughout the United States (in all fifty states and the District of Columbia). Service commences when your membership is issued.

**Towing:** Your vehicle can be towed up to your benefit limit, up to 5 or 100 miles, at no extra cost. If you choose to arrange for service on your own, you will be reimbursed up to \$50 or \$100, respective of your membership program.

**Lockouts:** If you are locked out of your vehicle, you must contact our toll free dispatch service for assistance. If you call us and we cannot dispatch service, our telephone representative will authorize you to call a local service provider and will give you an authorization number. You may then call the service provider of your choice and pay directly for services. You will be reimbursed up to \$50 or \$100, respective of your membership program.

**Battery Service:** A jumpstart or minor emergency mechanical adjustments will be applied to start your vehicle at the point of disablement.

**Flat Tire:** We will install your inflated spare. (If you have no spare or if your spare is flat, no reimbursement is available for the cost of tire repair or the second service call to return the repaired tire to the disabled vehicle.) We do not bring new tires out to members. If your spare is flat, missing, or the original tire cannot be removed, the vehicle will be towed.

**Fuel Delivery:** An emergency supply of gasoline, oil, water, or other materials or parts will be delivered to a member's vehicle in cases of immediate need. Members are responsible for the cost of the liquids, parts, or materials delivered. Delivery of diesel, biodiesel, or ethanol fuel is not available.

**Winching:** We will extricate your vehicle from a ditch, snow, mud or sand. This benefit cannot be used for everyday snow removal. Service providers must have a safe and solid position from which to work.

**Accident coverage:** In the event of an accident, your insurance provider should take responsibility for your vehicle and should be your first point of contact. If you are not able to obtain service through your insurance company, we will dispatch service to assist you. Roadside assistance coverage is limited to \$50 and \$100 for Basic Auto and Premium Auto members, respectively.

**Emergency Travel Expense Reimbursements:** If your vacation or personal trip is interrupted as a result of a collision involving your eligible vehicle, you may qualify for reimbursement of certain expenses incurred within 72 hours of the collision. To qualify, you must be a member at the time of the collision and the driver of an eligible vehicle (see above); the collision must occur more than 100 miles from home; the collision between your vehicle and either an object and/or another vehicle must render it inoperable and unsafe to drive, the eligible vehicle must be towed from the scene of the accident, and the repairs must be done in the vicinity of the collision. Covered expenses include commercial transportation (such as airline, bus, train, etc.) to your home or original travel destination, a rented vehicle from a commercial car rental agency, and meals and overnight lodging purchased in the vicinity of where your vehicle was being repaired. Lodging does not include pre-arranged vacation or recreation lodging such as spas or ski chalets. Only one reimbursement request may be submitted for payment per accident and only the member who was operating the vehicle at the time of the collision may submit a reimbursement request.

Expenses which are not counted include, but are not limited to, mechanical failures, fire, or theft; expenses incurred beyond 72 hours; meals or lodging purchased out of the vicinity of where your vehicle was repaired or provided by anyone other than a commercial business; expenses incurred by anyone other than you, your spouse or associate member; telephone calls, photocopies, personal items, sundries, any type of miscellaneous items, etc.; medical expenses; and expenses paid by your insurance company.

## This is not an automobile liability or physical damage insurance contract.

### Membership Cancellation and Non-Renewal:

You may cancel Your membership at any time simply by calling 1-800-541-2593 or writing to Our Membership Office at Quest Motor Club of California, 106 West Tolles Drive, St. Johns, MI 48879. The location of our California office is 755 West A Street, Suite 150, San Diego, CA 92101. If You cancel Your membership, You will receive a refund for the unused portion of Your membership fee.

Quest Motor Club of California may cancel Your membership or not renew Your membership for any of the following reasons:

- 1) failure to pay Your membership dues; or
- 2) material misrepresentations or fraudulent submission of a reimbursement request.

If Quest Motor Club of California decides to cancel or to not renew Your membership, We will send a written notice indicating the reason for such action to Your address on file, We will provide You with at least ten (10) days notice.

For California residents, the membership may be canceled at any time by either Quest Motor Club of California or by You. Upon cancellation, You will be entitled to the unused portion of the membership fee paid, calculated on a pro rata basis without any deductions.