

# Lost keys? No problem.

You arrive at the grocery store, and in the process of getting your kids out of the car, you accidentally drop your keys inside, and then—lock the door shut. Upon returning with a cart full of groceries, you realize the worst. Your keys are missing—and you don't know what to do next.

With **KeyAssist** Plus Motor Club Membership, all you need to do is call a toll-free number and soon, help is on the way. A service vehicle will arrive to assist in gaining access to your vehicle, getting you back on the road—and on with the rest of your day.



## KeyAssist Plus Motor Club Membership Program



 **ROAD AMERICA**<sup>®</sup>  
a **MAPFRE** company

Provided and administered by:  
In CA: Road America Motor Club, Inc. dba  
Road America Motor Club  
In MS & WI: Brickell Financial Services-Motor Club, Inc.  
All other states:  
Brickell Financial Services-Motor Club, Inc. dba Road  
America Motor Club  
All located at 7300 Corporate Center Drive, Suite 601,  
Miami Florida 33126

Limitations of Coverage:  
This brochure is a summary of some of the services  
available with the **KeyAssist** Plus Membership. See  
Membership Agreement for limitations and restrictions.

AWS-486 (06/14)



## 24-Hour Vehicle Lockout Assistance

### Locksmith Assistance

Lockout Assistance is provided 24 hours a day, 365 days a year. In the event your keys are locked inside your vehicle, simply call one of our Assistance Coordinators and help will be on the way. Assistance will be provided in gaining entry to your vehicle, up to \$100 per occurrence, with no out-of-pocket expense to you. If the Lockout Assistance exceeds \$100 per occurrence, you are responsible for that portion that exceeds \$100.

### Key Replacement Assistance

If your key to your vehicle has been lost, stolen or damaged, reimbursement will be provided for a replacement key including any applicable

programming up to \$500 or \$800 per occurrence depending on vehicle. Pre-owned vehicles will not be eligible for key replacement within the first 60 days of the Membership Agreement purchase date. Only one key replacement occurrence is permitted per year.

### Additional Key Replacement Coverage

If your key ring containing your vehicle's key is lost, stolen or damaged, reimbursement will be provided for replacement of your other keys on your key ring, up to \$200 per occurrence.

### 24-Hour Home Lockout Assistance

If locked out of your home due to the loss or damage of your home key on the vehicle's key ring, assistance will be provided in gaining entry to your home, up to \$100 per occurrence (maximum three home key replacements.)



## Additional Membership Benefits

### 24-Hour Emergency Roadside Assistance

Emergency Roadside Assistance is provided 24 hours a day, 365 days a year. In the event you have a covered emergency, simply call one of our Assistance Coordinators and help will be on the way. Covered emergency benefits (except Towing assistance) are provided up to \$100 per occurrence, with no out-of-pocket expense to you. If the covered emergency exceeds \$100 per occurrence, you are responsible for that portion that exceeds \$100.

- Towing assistance — Towing will be provided in the instance of a breakdown, collision or any other covered incident including the loss of or damage to your vehicle's key. No charge for first 50 miles of towing.
- Battery service — A jump-start will be provided in the event of battery failure.
- Flat tire assistance — Removal of flat tire and replacement with your spare tire.
- Fuel, oil, fluid and water delivery service — Emergency supply of these fluids will be delivered to you if in immediate need.
- Extrication assistance — Assistance provided in extracting your vehicle if it is stuck in a ditch within 50 feet of a road.

### Taxi Assistance, Driver's Valet and Rental Vehicle Assistance

When your vehicle is disabled for which you requested Emergency Roadside Assistance, you are eligible for the following additional services subject to a \$50 per occurrence limit.

- Taxi Assistance — When requested, taxi will be dispatched to your location.
- Driver's Valet — Connects you directly to our preferred rental car service partners and delivers a rental vehicle to your location.
- Rental Vehicle Assistance — Provides reimbursement for a rental vehicle up to two days in the event of a covered breakdown in which your vehicle is inoperable, unsafe to drive and held overnight.

### Emergency Message Relay

Provides assistance in relaying up to three emergency messages to family, friends or business associates in the event of a vehicular emergency.

### Vehicle Theft Reward

A \$1,000 reward will be paid for information leading to the arrest and conviction of anyone who steals your vehicle.

### Custom Trip Routing

This service will provide a comprehensive trip routing package including state-by-state routings, north/south orientation, narrative routing instructions, points of interest and mileage guides, available for the United States and Canada.

### Road America Motor Club Savings Connection

Save up to 50% on hotel stays and receive savings for car rentals, theme parks, prescriptions and much more.

## Roadside Assistance Features

**LocateMe®** — If you are in need of Emergency Roadside Assistance, by calling the toll-free number Road America Motor Club can pinpoint your location in seconds via your GPS enabled cellular device.

**Automated Dispatch Notification** — After an Emergency Roadside Assistance request has been initiated, Road America Motor Club can provide you with the service provider's name and ETA via email or text.

**Automated Dispatch Confirmation** — Once the service provider's ETA has expired, an automated call is placed to you to confirm service has been completed. In the unlikely event that service has not been completed at time of automated callback, you can choose to be transferred through a high priority queue to speak with an Assistance Coordinator.

**DriveOn® Mobile App** — This free application allows you to make direct emergency roadside assistance requests without calling Road America Motor Club. Whether you need a tow, have a flat tire, are out of gas or locked your keys in the vehicle, DriveOn® will get you in touch with an Assistance Coordinator who will quickly dispatch the most qualified and professional service provider to you using LocateMe® to pinpoint your vehicle's exact location.