

## FAQ

### **Is there a cost for the app?**

No, the app is free. Roadside Assistance is included in your Allstate Motor Club membership. Services for vehicles outside Allstate Motor Club membership are subject to fees.

### **How do I install the app on my iPhone?**

Downloading the app to your iPhone is easy. You can get the application either by downloading it from iTunes on your computer or from your iPhone (it will install on your iPhone the next time you sync).

### **Does the app work on older iPhones?**

Yes! It's compatible with any iPhones using firmware 2.2.1 and above. However, please note that first generation iPhones are not able to take advantage of the location functionality because they do not have GPS technology installed.

### **Does the app work on my iPod Touch?**

No. The app's primary function is to call for Roadside Assistance. For this, you need a wireless phone connection which is not included with iPod Touch capabilities.

### **How do I install the app on my BlackBerry® Curve™ or BlackBerry® Bold™ smartphone?**

Downloading the app to your BlackBerry is not a problem. Just follow the prompts. Once downloaded to your smartphone, you will find the application in the "Download" folder on the main menu for BlackBerry® Bold™ model. For the BlackBerry® Curve™ model, you will find the application in your "Applications" folder on the main menu.

### **What if I don't have an iPhone, BlackBerry® Curve™ or BlackBerry® Bold™ smartphone?**

Stay tuned. We are diligently working to bring the app soon to a wide variety of mobile devices.

### **Do I need to login information to connect to the app?**

No. Service is provided based your app registration.

### **Who can I contact for help?**

Assistance with your iPhone can be found at the iTunes store. Support for your BlackBerry can be found at <http://na.blackberry.com/support/>

If you need additional assistance, you can contact the Motor Club support team at [AMCtechsupport@allstate.com](mailto:AMCtechsupport@allstate.com)

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