



Allstate Motor Club Roadside Assistance for T-Mobile SyncUP DRIVE

Roadside Advantage – Services and benefits provided by Allstate Motor Club, Inc.

Terms of Service/Terms and Conditions for Roadside Assistance:

BY AGREEING TO THESE TERMS YOU CONSENT TO T-MOBILE SHARING YOUR SYNCUP DRIVE INFORMATION, INCLUDING YOUR LOCATION, WITH ALLSTATE TO ENABLE THE ROADSIDE ASSISTANCE SERVICE. IF YOU DO NOT CONSENT, YOU SHOULD DECLINE THESE TERMS ALLSTATE WILL USE INFORMATION SHARED WITH IT ACCORDING TO ITS PRIVACY POLICY, WHICH IS AVAILABLE HERE:

<https://www.allstate.com/about/privacy-statement.aspx>

Emergency Road Service and Towing Benefit- T-Mobile SyncUP DRIVE device - Benefit Limit – Up to \$100¹

24/7 ROADSIDE HELP IS JUST A CALL AWAY

If an eligible vehicle with the T-Mobile SyncUP DRIVE device installed (see page 2 for definition) that you are driving becomes disabled, call us first at 1-866-746-4821. We will provide dispatch service for on-site emergency road service such as lock-out assistance, battery boost, gas delivery* if your tank is empty and flat tire changes up to your benefit limit and towing up to your benefit limit.

WHAT TO KNOW WHEN REQUESTING SERVICE

Service will be provided only if you are with the vehicle with the T-Mobile SyncUP DRIVE device installed, unless other arrangements were made in advance with the member services representative. Please be sure to stay in a safe place until the service provider arrives. If for any reason you no longer need emergency road service, please call us back immediately at 1-866-746-4821. When the service provider arrives, show your identification and sign the service receipt. If your vehicle requires two tows to reach its final place of repair, the second tow will be considered a continuation of the original tow. You are responsible for payment of expenses that exceed your \$100 benefit limit plus any expenses that are not covered by your plan.

WHEN YOU WILL NEED AN AUTHORIZATION NUMBER

If we are unable to dispatch service when you call us, a services representative will provide you with an authorization number. You may then call a local provider of your choice and pay them directly for services rendered. To receive reimbursement, be sure to submit your reimbursement request within 90 days of service. Include your authorization number and the original, dated receipt with the authorization number the representative gave you. For more information on how to obtain reimbursement, see “How to Submit a Reimbursement Request” on page 3.

* Valid in states where permitted by law

¹ Expenses which are not covered include, but are not limited to: Recovery expenses due to accident, fire or flood; parts, products, storage, or gasoline; service(s) performed in a dealership, garage, or service station; service(s) performed in areas not regularly traveled (such as sand beaches, open fields, forests and areas not passable due to construction); service(s) needed due to an act of nature; charging battery or delivery and repair of tires; tow bar rentals; towing due to a parking violation or towing out of a place of repair or impound areas (except for accident or theft recovery); service(s) other than that provided by a commercial garage or service station (payment will not be made to private parties or unlicensed facilities); service(s) to a disabled vehicle driven by anyone other than a member or associate member; removing/installing snow tires, repairs to studs, mounting and dismounting snow chains; clearing or entering snowbound driveways; shoveling vehicles out of snow banks or shoveling snow from around a vehicle; local tolls or parkway charges; service to a vehicle with an expired or missing safety inspection sticker, license plate sticker, and/or emission sticker(s) where required by law; and any other expenses not specifically mentioned as covered.

Lockout Benefit ²

Benefit Limit - Up to \$100

If you are locked out of your vehicle in which the T-Mobile SyncUP DRIVE device is installed, call us at 1-866-746-4821. We will send a service provider to assist you. If we are unable to dispatch service when you call, a services representative will provide you with an authorization number. You may then call a local service provider of your choice and pay them directly for services rendered.

² Expenses which are not covered include, but are not limited to: Labor to produce keys, replacement keys, and mechanical failure of locks or ignition system.

CUSTOMER INFORMATION

All the benefits described herein are available to you when you are operating your vehicle with the T-Mobile SyncUP DRIVE device enabled. Services are available to U.S. residents within the United States and Canada.

Your *Allstate Motor Club Roadside Assistance for T-Mobile SyncUP DRIVE* begins upon activation and installation of your SyncUP DRIVE device.

The benefits and services described in these terms and conditions herein are available to customers anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico and Canada up to their benefit limit without any additional payments.

ELIGIBLE VEHICLES-

Your Roadside Assistance benefits apply to the vehicle being operated with your installed T-Mobile SyncUP DRIVE device. Services are available for any of the following light duty (less than 10,000 lb. gross (loaded) vehicle weight) non-commercial private passenger vehicles with the T-Mobile SyncUP DRIVE device enabled

1. Automobiles, (including company cars assigned to the member for full-time personal use), and
2. Pickup trucks, vans and sport utility vehicles operated primarily for personal use.
3. If used both privately and commercially, vehicles are only eligible for benefits during personal use and while traveling between the driver's place of work and residence.

These **vehicles are NOT ELIGIBLE** : vehicles without the T-Mobile SyncUP DRIVE device installed; motorcycles; commercial and/or business-use vehicles including, but not limited to taxis, limousines, employer owned or leased automobiles, vans, trucks, and trailers; self-contained and/or self-propelled motor homes, regardless of size or class; and trailers, including but not limited to boat, fifth wheel, travel, and/or pop-up camping trailers.

TEMPORARY SUSPENSION, CANCELLATION AND NON-RENEWAL

You may cancel your service at any time simply by calling or writing to our Customer Service Center. Since Allstate Motor Club Roadside Assistance is provided at no additional charge to T-Mobile customers paying for qualifying mobile internet service and with T-Mobile SyncUP DRIVE, cancellation will not entitle you to a refund of any fees paid or reduction in future charges. We may temporarily suspend or cancel certain roadside benefits during the annual service period for excessive use³ of the benefits and services we provide. Use of your emergency road or towing service benefit four (4) times within any 12 month period will result in the automatic suspension of that benefit until the beginning of the next 12month period. Throughout such a suspension period, we will continue to dispatch a service provider to you if you call us for help. You, however, will be responsible for paying for the full cost of any services rendered. We may cancel your membership during a membership period for any of the following reasons:

1. Failure to pay;
2. Material misrepresentations or fraudulent submission of a request for reimbursement * or
3. Excessive use³ of the benefits and services we offer.

*Material to the interests of Allstate Motor Club.

³ **Excessive use** is determined by, among other considerations, your length of service, and the number and/or dollar amounts of claims submitted. Excessive use is not a reason for mid-term cancellation for Alaska, Utah or Wisconsin residents.

You may cancel your *Allstate Motor Club Roadside Assistance for T-Mobile SyncUP DRIVE* at any time. Since Allstate Motor Club Roadside Assistance is provided at no additional charge to T-Mobile customers paying for qualifying mobile internet service and with T-Mobile SyncUP DRIVE, cancellation will not entitle you to a refund of any fees paid or reduction in future charges. The Motor Club may elect to not renew your membership for any reason by providing written notice 60 days prior to your renewal date. The Motor Club may terminate your roadside assistance service for fraudulent use of the services with a minimum of 30 days written notice.

In the states of California, Maryland, Massachusetts, Mississippi, Montana, Nevada, Oklahoma and Wyoming you may cancel at any time and receive a prorated refund of any unused value calculated from the cancellation date without any deductions.

HOW TO SUBMIT A REIMBURSEMENT REQUEST:

We want to make sure your reimbursement request is processed efficiently. You can help us by following these guidelines when requesting reimbursement.

Send:

Your written request within 90 days⁴. Except as specified below, photocopies of relevant documents are not acceptable, your reimbursement request to the address listed on page 3 under Contacts.

Include: The authorization number we provided during your service call, your name, current, street and email addresses, daytime and home telephone numbers, and your IMEI number, which is included in your T-Mobile SyncUP DRIVE materials. Any additional documents relevant to your request as indicated below

Note: Keep copies of all documents for your own records.

We reserve the right to deny any request that is submitted more than 90 days after the date of service (subject to certain state restrictions); contains receipts and/or supporting documents which cannot be verified; and/or contains photocopies of receipts or supporting documents.

⁴ Wisconsin state law requires residents to provide notice of loss as soon as possible and within provide proof of loss within this period, and if you fail to do so, we may deny your claim.

CONTACTS

FOR 24-HOUR TOLL-FREE EMERGENCY ROAD SERVICE- Call 1-866-746-4821

FOR CUSTOMER SERVICE- Call 1-866-746-4821 7 a.m. to 7 p.m. CST Monday – Friday 8 a.m. to 3:30 p.m. CST Saturday

Email address: allstatemotorclub@allstate.com Web address: allstatemotorclub.com

FOR REIMBURSEMENT REQUESTS, GENERAL INFORMATION

Allstate Motor Club, Inc.

P.O. Box 660021
Dallas, TX 75266-0021

*Remember to include your name, IMEI number, current street and email addresses, plus your daytime and home telephone numbers any time you write to us.

California Office: Roadside Assistance Suite 300 10877 White Rock Road Rancho Cordova, CA 95670

Maryland Office: Roadside Assistance 7067 Columbia Gateway Drive Columbia, MD 21046

Mississippi Office: Roadside Assistance Suite 100 578 Highland Colony Parkway Ridgeland, MS 39157

Nevada Office: Roadside Assistance Suite 300 2360 Corporate Circle Henderson, NV 89074

New Mexico Office: Roadside Assistance Suite 200 170 N Roadrunner Parkway Las Cruces, NM 88011

Phone: (575) 532-9930

Oklahoma Office: Roadside Assistance Suite 200 3600 NW 138th Oklahoma City, OK 73134

Texas Office: Roadside Assistance Suite E5B 8675 Freeport Parkway Irving, TX 75063

Wisconsin Office: Roadside Assistance Suite 140 555 South Executive Drive Brookfield, WI 53005

Wyoming Office: Roadside Assistance Suite 105 3001 E Pershing Boulevard Cheyenne, WY 82001

Home Office All other states: Roadside Assistance Suite E2 2775 Sanders Road Northbrook, IL 60062-6127

This is not an insurance contract.

Last Updated: 03/2017

<p>PLEASE NOTE: THIS DOCUMENT IS NOT AN AUTOMOBILE LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT, NOR IS IT INTENDED TO COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW(S).</p>
