

1. ROADSIDE ASSISTANCE PROGRAM FOR GOODYEAR PROGRAM DETAILS (PER YEAR)

SECTION 1 - VEHICLE ASSISTANCE

**** Towing of the Covered Vehicle**

In the event that the Covered Motor unit could not move due to breakdown or accident, THE SERVICE PROVIDER will bear with the towing expenses, up to a maximum agreed limit indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, or within 100 kilometers of the nearest Goodyear Auto Care Shop.

**** Removal and Recovery of Vehicle Using Crane**

In the event of an accident where the Covered Vehicle has been rendered a total wreck or has fallen in a ravine and the like, THE SERVICE PROVIDER will arrange to have vehicle removed with the use of a crane and deliver to the nearest repair facility. The maximum amount payable is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT. No amount shall be payable under this benefit/service with respect to the repair cost of the vehicle. If the total expense is higher than the guaranteed limit, the excess will be for the account of the Client.

**** Battery Boosting / Battery Jumpstart**

In case the Covered Vehicle battery is weak and does not have enough power to start the engine, THE SERVICE PROVIDER will send a technician with good spare battery and boosting cable and shall conduct a battery boosting onsite.

**** Fuel Delivery**

If the Covered Vehicle runs out of fuel, the Client may request THE SERVICE PROVIDER to provide fuel (up to an agreed limit). Cost of delivering the fuel is subject to benefit limit but the actual cost of fuel shall be paid by the Client upon delivery.

**** Locksmith Service**

If the client cannot access the Covered Vehicle due to the keys being locked inside the vehicle, THE SERVICE PROVIDER (subject to vehicle manufacturer's policy and terms and condition on use of the vehicle) will provide a locksmith to open the vehicle door and pay for the locksmith's labor charges and travel expenses OR THE SERVICE PROVIDER shall dispatch a technician to pick up the spare key in the Client's home or office and deliver it to the driver onsite.

****Flat Tire Replacement**

If the covered vehicle has a punctured tire, THE SERVICE PROVIDER will take care of replacing it with the vehicles' good spare tire, using an accredited technician.

IMPORTANT: Accredited repair facility (Goodyear Auto Care Shop) should be within 100 kilometers from place of breakdown. If the vehicle will be delivered to a different auto repair facility, excess from the benefit limit amount shall be paid by the client directly to the towing provider. Neither the supply of parts or replacement elements, nor materials in general are included in this coverage. Availment of any of the above benefits would constitute as One (1) event.

SECTION 2 – PERSONAL ASSISTANCE

1. **Stay or payment for traveling expenses of the client due to immobilization of the covered vehicle.** The beneficiary may choose among the following benefits;

- a. THE SERVICE PROVIDER will bear the cost as indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, the hotel accommodation expenses, in case of immobilization of the covered vehicle due to breakdown or accident and the repair time is longer than 48 hours as established by the repair facility,

- OR -

- b. Continuation of journey. If the Covered Vehicle cannot be repaired with 48 hours, the client may choose between:

- i Transfer to the place of residence or original place of destination thru provision of alternate means of transportation, for as long as the distance between the place of breakdown to the place of original destination is not greater than the place of breakdown to the Beneficiary's usual place of residence. Maximum limit is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT

- OR -

- ii Reimbursement of alternative transportation expenses (subject to submission of Original Receipt) to the place of planned destination, for as long as the distance between the place of breakdown to the place of original destination is not greater than the distance from place of breakdown to the Client's usual place of residence. Maximum limit is indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT

Note: Availment of any of the above benefits would constitute one event.

2. Dispatch of Ambulance Assistance

THE SERVICE PROVIDER shall coordinate and pay, subject to benefit limit as indicated in ANNEX 1 of SCHEDULE OF BENEFIT LIMIT, dispatch of Ambulance service in the event of a vehicular accident whenever necessary, to bring the insured to the nearest hospital with appropriate medical equipment and facilities for treatment.

3. Accident Coordination

In the event of an accident involving the covered vehicle, upon the request of the Client, THE SERVICE PROVIDER will coordinate with the necessary government agencies (PNP, PNP-HPG, MMDA, SKYWAY Patrol, etc.) to assist the Client.

4. Arrangement for Hospital Admission

THE SERVICE PROVIDER will take necessary admission assistance in the event the Client and/or other passengers in the covered vehicle are injured in a vehicular accident. Medical expenses are to be borne by the Client or said other passengers in the covered vehicle.

SECTION 3 – INFO 24 SERVICE

- i. Traffic Advisory, Emergency Services Directory Assistance
- ii. Emergency Message Relay
- iii. Road Direction Assistance

Allowable Areas under Reimbursement Case

- o South Luzon Expressway (SLEX) and SKYWAY
- o North Luzon Expressway (NLEX)
- o Southern Tagalog Artillery Road (STAR) Tollway
- o Subic-Clark-Tarlac Expressway (SCTEX)
- o Tarlac-Pangasinan-La Union Expressway (TPLEX)
- o Cavite Expressway (CAVITEX) and Coastal Road
- o Immediate Towing Zone such as EDSA, Roxas Boulevard, Macapagal Boulevard, Osmeña Highway
- o Cases with prior approval from THE SERVICE PROVIDER

Number of Covered Events Per Year

The Client Company's Client is entitled to a maximum limit as stipulated in ANNEX 1: SCHEDULE OF BENEFIT LIMIT

Coverage:

- Vehicle Assistance – The right to the services under this section will come into effect (zero) “0” kilometer from usual place of residence of the client.
- Personal Assistance – The right to the services under this section will come into effect (twenty-five) 25 kilometers from the usual place of residence of the client.

ANNEX 1 SCHEDULE OF BENEFIT LIMIT				
COVERAGE	PACKAGE A		PACKAGE B	
	NO. OF EVENTS	BENEFIT LIMIT	NO. OF EVENTS	BENEFIT LIMIT
SECTION 1 - VEHICLE ASSISTANCE				
a. 24/7 Emergency Towing Service	3	PHP 3,000.00	3	PHP 4,000.00
b. Vehicle Recovery Using Crane	3	PHP 8,000.00	Unlimited	PHP 8,000.00
c. Battery Boosting or Jumpstart	Constitute as One (1) Event	PHP 3,000.00	Constitute as One (1) Event	PHP 4,000.00
d. Fuel Delivery				
e. Locksmith Service				
f. Flat Tire Replacement				
SECTION 2 – PERSONAL ASSISTANCE				
1. Stay or Traveling Expenses				
a. Hotel Accommodation	Constitute as One (1) Event. Must have	PHP 2,000.00 per night	Constitute as One (1) Event. Must have	PHP 2,500.00 per night
b. Continuation of Journey		PHP 2,000.00		PHP 4,000.00
i. Alternative Transport	Towing Service under THE SERVICE PROVIDER	PHP 2,000.00	Towing Service under THE SERVICE PROVIDER	PHP 4,000.00
ii. Reimbursement of Transport Expenses		PHP 2,000.00		PHP 4,000.00
c. Dispatch of Ambulance	1	PHP 2,000.00	1	PHP 3,000.00
d. Accident Coordination	Unlimited	n/a	Unlimited	n/a
e. Arrangement on Hospital Admission	Unlimited	n/a	Unlimited	n/a
SECTION 3 - INFO 24 SERVICE				
a. Traffic Advisory, Emergency Services Directory Assistance	Unlimited	n/a	Unlimited	n/a
b. Emergency Message Relay	Unlimited	n/a	Unlimited	n/a
c. Road Direction Assistance	Unlimited	n/a	Unlimited	n/a

NOTES:

- Nationwide Coverage - reimbursement basis for those areas falling within Excluded Areas. However, it is required that a telephone call should first be made to THE SERVICE PROVIDER during the actual incident of breakdown/accident and submit required documents ninety (90) days from date of towing.
- Other than from location of breakdown to workshop of choice (subject to coverage limits, in excess of which will be borne by the Client), should cover towing from residence to accredited repair shop on the premise that unit vehicle is stalled / would not start up.

Qualifications for Automatic Enrollment:

The motor vehicle designated in the registration FORM;

- ✓ Is NOT used for public transport of persons or transporting of merchandise, for hire with or without Driver
- ✓ Is NOT more than ten (10) years old
- ✓ Does not exceed 3,500 kilograms in weight

CONDITIONS:

- Client should take all reasonable precautions to minimize the loss.

- Client should call THE SERVICE PROVIDER as soon as possible to report the problem and request service.
- Whenever THE SERVICE PROVIDER is not involved directly in providing the service, the client should first obtain THE SERVICE PROVIDER's authorization by telephone. After receiving the service from a third party, the client shall submit the original Official Receipt on payment made, duly accomplished Technical Claim Form and copy of driver's license (and Police Report if due to accident), to THE SERVICE PROVIDER within ninety (90) days for reimbursement.

OTHER EXCLUSIONS:

- Actions by the armed forces, or security forces, or other organizations
- Terrorism, mutinies, riots
- Participation of the client in: competitions, rallies, or contests; competition sports;
- Criminal conduct; wagers or challenges

THE SERVICE PROVIDER will not be liable to provide any service assistance in case the driver of the motor unit:

- a. Is under the influence of drugs, toxic or narcotic substances, or his/her blood-alcohol level exceeds that permitted by the laws in the country where unit is being driven.
- b. Is not in possession of a valid and subsisting driver's license corresponding to the class of unit being driven.

THE SERVICE PROVIDER will not be liable for the cost of:

- a. Any repairs to the Motor unit
- b. Any service assistance arranged by or on behalf of the client without prior authorization of THE SERVICE PROVIDER except, in case of emergency or force majeure.

GEOGRAPHICAL COVERAGE:

The assistance services will be provided in the following regions:

- ✓ National Capital Region (NCR)
- ✓ Cordillera Autonomous Region : Abra, Apayao, Benguet, Ifugao, Kalinga and Mountain Province
- ✓ Region I : Ilocos Norte, Ilocos Sur, La Union, Pangasinan
- ✓ Region II : Cagayan, Isabela, Nueva Viscaya and Quirino
- ✓ Region III : Aurora, Bataan, Olongapo, Zambales, Bulacan, Nueva Ecija, Tarlac, Pampanga
- ✓ Region IV-A : Cavite, Laguna, Batangas, Rizal, Quezon
- ✓ Region IV-B : Occidental Mindoro, Oriental Mindoro, Palawan
- ✓ Region V : Albay, Camarines Norte, Camarines Sur, Sorsogon
- ✓ Region VI : Aklan, Antique, Capiz, Iloilo City, Negros Occidental (Bacolod)
- ✓ Region VII : Tacloban City, Cebu, Bohol, Negros Oriental, Siquijor
- ✓ Region VIII : Butuan City
- ✓ Region IX : Zamboanga City
- ✓ Region X : Bukidnon, Misamis Occidental, Misamis Oriental, Cagayan De Oro
- ✓ Region XI : Davao Del Norte, Davao Del Sur, Davao Oriental, Davao City
- ✓ Region XII : South Cotabato (General Santos City)
- ✓ Region XIII : Agusan Del Norte, Agusan Del Sur, Surigao Del Norte/Sur

The right to the services under this Section will come into effect 0 km. from the usual place of residence of the Client.

Excluded Areas (with carve back cover for reimbursement subject to initial call to the telephone hotline and presentation of required documents to be filed within 90 days from date of towing service)

- Lanao del Norte (except Iligan City), Lanao del Sur, North Cotabato, South Cotabato, Maguindanao, Sultan Kudarat, Sulu, Tawi Tawi, Basilan, Zamboanga del Norte, Zamboanga del Sur, Zamboanga Sibugay, Compostela Valley, Catanduanes, Masbate, Sarangani, Batanes, Romblon, Marinduque, Guimaras, Camiguin

The nearest available truck will be dispatched but waiting time may vary for those covered areas where there are no IBERO tow trucks present or no third party towing company available in the area.

Whenever THE SERVICE PROVIDER is not involved directly in providing the service, the Client shall first obtain THE SERVICE PROVIDER's authorization by telephone. After receiving the service from a third party, the Client shall submit the original invoices to the SERVICE PROVIDER for reimbursement within 90 days from date of assistance (towing service). Reimbursement will only be made if the towing service of a third party was done on a covered area under the Contract.

INTERVENTION CONDITIONS:

When any of the events, which are the object of the mentioned guaranteed service occur, you may request the corresponding information by calling:

**GOODYEAR 24/7 EMERGENCY ASSISTANCE HOTLINE NUMBER
(02) 459-47xx**

PERSONAL ACCIDENT INSURANCE PROGRAM FOR GOODYEAR PROGRAM DETAILS (PER YEAR)

Auto Personal Accident Insurance

The driver of the enrolled vehicle will be automatically covered by Accidental Death and Dismemberment amounting to PHP 50,000.00 while riding in, boarding in or alighting out of the covered vehicle subject to the Standard Auto-Personal Accident Policy terms and conditions.