

ALLSTATE® ROADSIDE ASSISTANCE

Roadside protection that fits your lifestyle and your budget. Count on Allstate to come to your rescue 24/7. Our roadside service options are flexible, so they match what you need and how you want to pay.



	GOOD HANDS RESCUE SM Pay per use	TOWING & LABOR/ROADSIDE HELP Part of Allstate auto policy ²	ALLSTATE MOTOR CLUB® Full service prepaid ²
SERVICES			
Towing	✓	✓	✓
Tire changes	✓	✓	✓
Jump-starts	✓	✓	✓
Lockouts	✓	✓	✓
Fuel delivery	✓	✓	✓
Shopping and travel discounts			✓
Concierge services ¹			✓
Trip route mapping			✓
Trip interruption			✓
Tire and wheel road hazard ¹			✓
Legal defense and arrest bondcard			✓
HOW DOES IT WORK?	<ul style="list-style-type: none"> On-demand roadside assistance that you request and pay for with a mobile app (no calling required) Allstate sends a service provider at a pre-set rate, and you pay as you need it with a secure credit card transaction <ul style="list-style-type: none"> \$99 covers a tow event up to 5 miles \$69 covers all other services Covers any driver in any car 	<ul style="list-style-type: none"> Allstate sends a service provider and pays them directly, up to your benefit limit (enhanced towing only) You can also use your own service provider. Submit an invoice after your service to get reimbursed, up to your benefit limit. Covers any driver of the insured vehicle 	<ul style="list-style-type: none"> Allstate sends a service provider and pays up to your benefit limit for 3+ rescues per membership year³ Covers you and your family.³Plus you enjoy the extra perks of membership you've come to expect.
WHEN DO I PAY?	Pay per use	~\$14 a year per vehicle with auto policy ⁴	Annual membership (\$52-\$186) ¹
HOW DO I REQUEST SERVICE?	Log on to the Allstate® Mobile app for instant access or call.		
IS IT RIGHT FOR ME?	Perfect option if you want the freedom, flexibility and control of a pay-per-use mobile app.	Great if you're an Allstate® Auto Insurance customer who wants peace-of-mind roadside protection without paying for any extras you don't want.	Just right if you value the connection and benefits of being cared for as a member of a motorclub.

¹ Depending on membership level.

² All benefits are subject to the benefit limits outlined in the policy or membership guidelines.

³ Roadside service for primary, secondary and dependent teens (16-18) in any car. Coverage for dependent children through age 23 can be added for an additional charge. ⁴ Based on national premium rates in 2015. Varies by state.

USE WITH CUSTOMERS

Which option is best for my customers?

Combine the traits below with what you already know about your customers to help them choose the Allstate® Roadside Assistance option they feel is best.

GOOD HANDS RESCUESM

- Typically self-reliant, younger drivers
- Empowered by using the apps on their phone to take care of life's everyday routines
- They want the freedom and choice to only pay for services as they use them

TOWING & LABOR/ROADSIDE HELP

- Allstate® Auto Insurance customers
- These customers want to feel protected without all the frills
- They're value-seekers who still want good coverage

ALLSTATE MOTOR CLUB®

- Typically larger households with more vehicles and drivers (including teens)
- They like the peace of mind and quality service of a motor club
- They value the extra benefits and relationships of being members

For more information

For Allstate Motor Club products or the Allstate Mobile app, contact our dedicated Agent Support Unit at [800-347-5001](tel:800-347-5001).

For Towing & Labor Coverage on an auto insurance policy, call [800-ALLSTATE](tel:800-ALLSTATE) (800-255-7828).

Allstate Roadside Assistance FAQs

Q. How do my customers use the Good Hands Rescue service?

A. It's part of the Allstate® Mobile app. In a few taps, they'll be connected. They can track the service provider in real time as they're on their way. (Tell your customers to text [ALLSTATE13](tel:25788) to [25788](tel:25788) to download the app.)

Q. What's the difference between basic and enhanced towing & labor coverage?

A. Basic coverage is reimbursement only. Enhanced coverage directly pays the provider up to coverage limits if customers use the provider Allstate sends. Or customers can be reimbursed for securing their own provider. Both coverage options can use the dispatch service by calling [800-ALLSTATE](tel:800-ALLSTATE) (800-255-7828) or using the app. (To find out which states/companies/lines have basic or enhanced coverage available click here.)

Q. My customer secured their own provider. How do they submit for reimbursement?

A. Submit the claim via the fax cover sheet. Faxing and mailing instructions are included on the form. You or the customer can submit for reimbursement.

Q. How do my customers take advantage of the shopping discounts for retail and entertainment?

A. They go to allstatemotorclub.com and sign in with their membership ID and password. Then they click on the "Access to Savings" icon in the Membership Toolkit.

Q. How do my customers take advantage of the exclusive savings on travel and unique vacation experiences such as cruise and vacation packages?

A. They go to allstatemotorclub.travel, sign in with their membership ID and password, and search for what they're looking for. Or they can call us toll-free at [844-AMC-AWAY](tel:844-AMC-AWAY) (844-262-2929).

My customer needs roadside help right now



Call [800-ALLSTATE](tel:800-ALLSTATE) (800-255-7828) and say "Roadside Assistance."

Motor Club members can call [800-347-8880](tel:800-347-8880).

Service can also be requested with just a few taps from the Allstate Mobile app. Text [ALLSTATE13](tel:25788) to [25788](tel:25788) to download it.