

**April 14, 2011**

**FCard-06-2011: Visa Roadside Assistance Program**

**This information is being sent on behalf of John T. McCain, Program Manager, Charge Card Service Center Program Office.**

Attached is a copy of the Visa Roadside Dispatch Program. Please take a minute to review the document and familiarize yourself with Visa's terms and conditions for roadside assistance.

Please note that Visa does accept the Fleet card for services rendered and therefore, that should be the primary card utilized when services are needed from Visa or from any other vendor that accepts credit cards as a form of payment.

The CCSC asks that all AFPCs advise their Fleet Coordinators of this information immediately.

You may email any questions to the CCSC at [ccsc@dm.usda.gov](mailto:ccsc@dm.usda.gov) or contact Visa directly at their central phone line, 1-800-VISA-TOW (847-2869).

Thank you!



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## Roadside Dispatch Program Copy

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**For roadside assistance, call 1-800-VISA-TOW (1-800-847-2869)**

### **What is Roadside Dispatch?**

Roadside Dispatch® is a pay-per-use roadside assistance program provided expressly for Visa cardholders. The program provides you with security and convenience wherever your travels take you.

*No membership required or pre-enrollment is required. No annual dues. No limit on usage.*

### **For \$59.95 per service call, the program provides:**

- Towing – Up to 5 miles included<sup>1</sup>
- Tire Changing – must have good, inflated spare
- Jump Starting – battery boost
- Lockout Service (no key replacement)
- Fuel Delivery – up to 5 gallons (cost of fuel not included)
- Winching<sup>2</sup> (within 100 feet of paved or county maintained road only)

Roadside Dispatch will ask you where you are, what the problem is, and while we remain on the phone we will arrange a dispatch to a reliable tow operator or locksmith to provide help. (If you feel you are in an unsafe location – we will dispatch the police and remain on the phone with you at your request until the police arrive.) Not only will you not have to search for the name of a local tow operator, we may even save you money because our rates are pre-negotiated. All fees are conveniently billed to your Visa account.

Dependable roadside assistance, 24 hours a day, 7 days a week has never been easier. No membership or pre-enrollment is required. Just call us toll free when you need us.

**1-800-VISA-TOW**  
**It's that easy!**

<sup>1</sup> Rates apply to vehicles up to one ton gross vehicle weight only. Customers must pay service provider for mileage over 5 miles. A secondary unit being towed behind is not included but can be accommodated for an additional fee.

<sup>2</sup> Additional fees may apply for winching services under certain circumstances.

**Note:** Service providers supplying emergency roadside assistance and towing are independent contractors and are solely liable for their services. Neither Visa nor [INSERT ISSUER NAME] shall have any responsibility or liability in connection with the rendering of the service. Emergency roadside assistance and towing may not be available in areas not regularly traveled, nor in other "off road" areas not accessible by ordinary towing vehicles. Weather conditions, time of day, and availability of service may affect assistance responses. Expectations for dispatch are set with the customer on every call, and an expected estimated time of arrival is provided to the customer regardless of their location; however, neither Visa nor [INSERT ISSUER NAME] provides any assurances as to the ability of the Service Provider to meet such estimates. You are responsible for any roadside assistance or towing charges incurred by facilities responding to your request even if you are not with your vehicle or your vehicle is gone upon their arrival. Services provided by United States Auto Club, Motoring Division, Inc. This program may be discontinued at any time without prior notice. Program void where prohibited.