

**This benefit and description supersedes any benefit and description you may have received earlier.
Please read and retain for your records.**

Your Visa Card Guide to Benefit



Roadside Dispatch

Effective 3/1/06

For questions about your balance, call the customer service number on your Visa statement.

Program Description

Roadside Dispatch* emergency assistance offers a 24-hour toll-free dispatch network of 6,000 tow operators and locksmiths in the U.S. and Canada that can respond quickly to a Visa cardholder's emergency roadside automotive needs: breakdown, towing, dead battery, empty gas tank, lockout, or flat tire. Non-emergency trip routing is also offered at a nominal cost. Your institution must be a participating Member in Roadside Dispatch in order for your cardholders to be eligible for this service.

Telephone Contact

Cardholders requesting assistance should be transferred to 1-800-VISA-911 (1-800-847-2911).

Frequently Asked Questions

How does the service work?

Simply tell the Roadside Dispatch operator what you need, where you are, and what number you're calling from. The operator will let you know the name of the local tow operator or locksmith being sent to assist you, an estimated time of arrival, and an estimate of charges. In most cases, help should arrive within 30 minutes.

Does this service include rental cars?

Yes. Any type of non-commercial motor vehicle with wheels is included.

Can my car be towed anywhere I want?

The disabled vehicle will be towed to authorized service/repair facilities, automotive dealers, or the service facility specified by you. The flat fee of \$59.95* is limited to a distance of five (5) miles. Additional costs apply for longer distances.

Is there a charge to my card to use the Roadside Dispatch service?

Yes, the flat fee of \$59.95* is automatically charged to your Visa card. You are responsible for the cost of any actual service or goods provided. Such cost can be paid at your discretion, through your Visa card. Please note that Roadside Dispatch provides assistance and referral only. A tow service call or lockout service costs only \$59.95.*

*Certain terms, conditions, limitations, and exclusions apply. Rates apply to non-commercial vehicles only. Cardholders are required to pay the service provider for mileage over five miles. A secondary unit being towed behind is not included in this fee but can be accommodated for an additional fee.

