



**EMERGENCY ROADSIDE ASSISTANCE** is available throughout Canada, twenty-four (24) hours a day, three hundred sixty-five (365) days a year. When calling for towing or road service you must call (855) 641-7854, and a service vehicle will be dispatched to your assistance. You will be required to give the representative assisting you the following information: **Producer Code 151078, your Member Number** which is located on the Product and Coverage Confirmation. (PLEASE NOTE: ASSISTANCE OBTAINED THROUGH ANY SOURCE OTHER THAN NSD GLOBAL, LLC IS NOT COVERED AND IS NOT REIMBURSABLE.) Only one (1) disablement for the same cause during any seven (7) day period will be accepted.

**IMPORTANT: You must be with your vehicle when the service provider arrives, as they cannot service an unattended vehicle.** Service provided must be a covered benefit under the terms and conditions described.

**Note:** Coverage is extended to the Registered Vehicle only. Registered Vehicle is defined as that specific vehicle indicated on the vehicle service contract or limited warranty ("Contract") and registered with NSD Global, LLC for coverage. Roadside Assistance benefits are only available to you during the term of this Contract. Within this Emergency Roadside Assistance section only, any reference to "We, Us, or Our" means NSD Global, LLC.

The following are covered emergency roadside assistance services:

- **TOWING ASSISTANCE:** Up to twenty-four (24) kilometers at no out of pocket expense to You. A charge per kilometer will be applied by the service facility to any additional mileage that exceeds Your coverage and will be negotiated prior to sending out a service vehicle. Additional mileage is to be paid by You directly to the service provider at the time of service.
- **BATTERY SERVICE:** If a battery failure occurs, a jump-start will be applied to start your Registered Vehicle;
- **FLAT TIRE ASSISTANCE:** If You get a flat tire, Your Covered Vehicle's spare tire will be installed, as long as it's inflated and serviceable.
- **DELIVERY SERVICE:** Including gasoline, water, oil, or any supplies necessary to send Your Covered Vehicle on its way. You are responsible for the actual cost of fluid and/or supplies delivered at the time of delivery.
- **LOCK OUT ASSISTANCE:** If your keys are locked inside of the Registered Vehicle, we will provide assistance in gaining entry to the Registered Vehicle's passenger compartment only.

**REIMBURSEMENT:** In the event your Registered Vehicle is disabled and NSD Global, LLC was unable to fulfill its obligations for any of the above covered services, and you contracted for a covered service on your own, you will be able to submit your original receipted road service expenses for reimbursement consideration. You must send your original receipted roadside bills along with a completed claim form to: **NSD Global, LLC, 5600 Broken Sound Blvd NW, Boca Raton, Florida, 33487. Attn: Claims.** Claim forms may be obtained online at [www.nsdclaims.com](http://www.nsdclaims.com) or by calling toll-free **1-888-684-9327**. Maximum reimbursement is Can \$50.

**The following items are not included as part of the emergency roadside assistance benefit:**

(a) Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Registered Vehicle in the commission of a felony; (b) Cost of parts, replacement keys, fluids, lubricants, or fuel, cost of installation of products, or materials; (c) Non-emergency towing or other non-emergency service; (d) Any service available through a valid manufacturer's warranty or service; (e) Non-emergency mounting or removing of snow tires or chains; (f) Tire repair or return of a repaired tire to the disabled vehicle; (g) Extrication or Winching; (h) Motorcycles, trucks over one (1) ton capacity, taxicabs, limousines, or other commercial vehicles; (i) Antique vehicles (meaning any vehicle in excess of twenty (20) years old or out of manufacture for ten (10) years or more). (j) Recreational Vehicles (RVs), camping trailers, travel trailers, or any vehicles in tow; (k) Any and all taxes and fines; (l) Damage due to collision, fire, flood, terrorism or vandalism; (m) Road service or towing for any vehicle in a qualified repair facility; (n) Towing from or repair work performed at a service station, garage or repair shop; (o) Towing by other than a licensed service station or garage; (p) Vehicle storage charges; (q) A second tow; (r) Service on a vehicle that is not in a safe condition to be towed or serviced or that may result in damage to the Registered Vehicle if towed or serviced; (s) Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc; (t) Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, unlicensed, unattended, or other violations of law; (u) The labor cost of installing, repairing, removing, or testing of the Registered Vehicle(s) equipment or parts, or mounting or removing of chains or snow tires, or the shoveling of sand or snow; (v) Repeated service calls for a Registered Vehicle in need of routine maintenance repair; (w) Reimbursement for services secured through any other source other than NSD Global, LLC without prior authorization from NSD Global, LLC.

#### PRIVACY NOTICE

This Privacy Policy explains how We collect, use, share and protect information about You. We also provide information regarding how You can access and update Your information and make certain choices about how Your information is used.

We collect and use the following personal information about You, for the following purposes:

- For the purposes of providing 24-Hour Roadside Assistance Services: We or the Seller, listed in the registration section of this Membership, may collect, use and disclose the following personal information: (a) Your name (first and last); (b) email address; (c) telephone number(s); (d) current location information including the address, city, province where You and Your Vehicle are currently located and the location type of Your current location (residence, work/ office building, street, highway, parking garage, parking lot, or other); (e) destination location information of where You would like Your Vehicle towed including the address, city, province and the location type of Your destination location (residence, dealership, repair facility, or other); (f) vehicle information (make, model, color, year, tag #, VIN); and (g) preferred method of contact (email or text).

We will retain Your personal information and usage information for as long as Your Membership is active and as needed to provide You services. Even after Your account is terminated, We will retain Your personal information and usage information (transaction history) as needed to comply with Our legal and regulatory obligations, resolve disputes, conclude any activities related to cancellation of the Membership, investigate or prevent fraud and other inappropriate activity, and to enforce Our agreements. After a period of time, Your data may be anonymized and aggregated, and then may be used for internal business purposes such as to improve Our services.

Your personal information will be kept in a file at Our offices (located at 800 W. Yamato Road, Suite 100, Boca Raton, FL 33431) and/or the Seller, or replacement locations for the foregoing, which files will be accessible only by the administrative personnel and other employees, contractors, or agents of Us and the Seller who have need to access Your information to fulfill the benefit offerings referenced within this Membership.

You also consent to the sharing of Your personal information between Us and Seller, as well as the transferring of Your personal information to any third-party service providers who may process Your personal information on behalf of Us or Seller, for the same purposes described above. Third-party service providers may include any of the following: a provider of towing and/or emergency roadside assistance. You consent to the disclosure, transfer, processing and storage of Your personal information in jurisdictions outside of Canada, including the USA, and acknowledge that Your personal information may be accessible to government authorities under lawful orders made in such jurisdictions. Your personal information may also be transferred to a third-party or parties in the event (a) that We or the Seller sells, transfers or assigns its assets or operations of such third party or parties, and (b) in connection with due diligence for, and completion of, any such transaction or any financing transaction involving such assets or operations. The collection, handling and use of Your personal information will also be subject to the applicable privacy policies of Us or Seller. Your personal information may also be disclosed in other circumstances where required or permitted by law.

You may request access to Your personal information, and may rectify any personal information in Your file that is inaccurate, incomplete or out-of-date, by submitting a written request. If You wish to opt out of this Membership and withdraw Your personal information or revise Your personal information at any time, or if You would like further information on the privacy policies of Us or Seller (including for written information about service providers outside Canada, or for questions about such service providers), please contact Us by calling (888) 684-9327 or writing to NSD Global, LLC at 800 W. Yamato Road, Suite 100, Boca Raton, FL 33431; Attention Director of Licensing and Compliance. If You choose to withdraw Your personal information but wish to enter into a new contract at a later date, You will need to resubmit Your personal information. From time to time, We may update this Privacy Policy to reflect changes to Our information practices. Any changes will be effective immediately upon the posting of the revised Privacy Policy. If We make any material changes, We will notify You by mail or email (to the last known address in Our system).