

## Free Towing and Roadside Assistance Privilege Terms and Conditions

Effective February 1, 2019, a Petron Value Card (PVC)/ PMILES Card holder must have at least **100 liters worth of fuel purchases at Petron from preceding month** using the PVC/ PMILES Card to be able to avail of the free 24-hour Towing and Roadside Assistance privilege nationwide from our partner, Ibero Asistencia.

***\*Example: Date of incident is February 15, 2019; cardholder must have at least 100 liters fuel purchase from January 1-31, 2019.***

### **A. Availment of Services:**

1. Cardholder calls Ibero Asistencia Hotline Number for 24-Hour Roadside Assistance and Free Towing.
2. Dedicated Hotline for Petron is (02) **459-4735**.
3. Ibero Asistencia conducts identification (Name of Cardholder, Vehicle Description, etc.).
4. To check if cardholder is qualified, points should be verified by Ibero Asistencia through Petron's Hotline:  
Mondays to Fridays: 7AM-10PM  
Saturdays, Sundays and Holidays: 8AM-5PM
5. Beyond Petron Hotline's working hours, cardholder may still be rendered service by Ibero Asistencia subject to applicable **fee** and will be **reimbursed** by Ibero Asistencia after confirmation by Petron that minimum purchase requirement was met and submission of original supporting documents (i.e. Technical Claim Form, Official Receipt, copy of valid ID) to Ibero Asistencia.
6. Once validated, Ibero Asistencia asks for the problem, exact location and renders the assistance.
7. Ibero Asistencia logs all the pertinent information: Cardholder's Name and Number, Vehicle Information, Problem Details, Date and Time, etc.

### **B. Limits and Restrictions:**

1. The vehicle does not exceed 3,500 kilograms in weight
2. The vehicle is not more than fifteen (15) years old.
3. The vehicle is not used for public transport of persons or merchandise, for hire with or without a driver
4. Applies to four-wheel vehicles only. Motorcycles are excluded from the Privilege.
5. The maximum coverage for towing per event shall be THREE THOUSAND PESOS (PHP3,000.00).
6. There is a maximum of three (3) events per year per cardholder.
7. Transfer from one repair shop to another is not covered.

8. Minor on-site repair to cover services such as: changing of tires, battery boosting, jumpstarting, emergency fuel delivery, and lockout/locksmith service (cost of fuel and spare parts not included).
9. Geographical Limits: Coverage are within Metro Manila and key cities and provinces nationwide, with the exclusion of Lanao del Norte, Lanao del Sur, North Cotabato, South Cotabato, Zamboanga del Norte, Zamboanga del Sur, Maguindanao, Sultan Kudarat, Sulu, Tawi-Tawi and Basilan.

**C. Other Conditions:**

1. Physical presence of the Card is a must when availing the Free Roadside Assistance Service. Absence of the physical Card is grounds for denial of the privilege.
2. Physical presence of the Driver's License matching the same registered name of the Petron Value Card is a must when availing the Free Roadside Assistance Service. Absence of the physical Driver's License is grounds for denial of the privilege.
3. Ibero Asistencia shall be liable for rendering services or paying indemnity to the beneficiary, provided that the beneficiary has complied with, and continues to comply with the terms of the Contract.
4. In the event that the beneficiary requires a benefit/service named in this coverage, the beneficiary shall:
  - a. Take all reasonable precautions to minimize the loss.
  - b. Call Ibero Asistencia as soon as possible to report the problem and request services.
  - c. Freely provide Ibero Asistencia with all relevant information.
  - d. Make no admission of liability or offer promise or payment of any kind, except if expressly authorized by Ibero Asistencia
5. Ibero Asistencia is not liable in respect of any service, which would otherwise be rendered under this coverage, should there be any insurance in force covering the same contingencies which predates this.
6. Whenever Ibero Asistencia is not involved directly in providing the service, the cardholder shall first obtain Ibero Asistencia's authorization by telephone. After receiving the service from a third party, the cardholder shall submit the original invoices to Ibero Asistencia for reimbursement.

**D. Exclusions:**

1. Ibero Asistencia will not be liable to provide any service assistance that arises directly or indirectly from:
  - a. Fraudulent acts by any beneficiary or any other person entitled to the services.

- b. Consequential losses of any kind.
  - c. Extraordinary phenomena such as floods, earthquakes, volcanic eruptions, unusual cyclone storms, falling astral bodies, or meteorites.
  - d. Terrorism, mutinies, or riots.
  - e. Actions by the armed forces, or security forces, or other organizations.
  - f. Nuclear radio activity.
  - g. Participation of the Beneficiary in:
    - Competitions, rallies, or contests
    - Criminal conduct
    - Competition sports
    - Wagers or challenges
  - h. Participation of the Beneficiary in risk activities such as Motor Sports.
  - i. Deliberate acts of the Beneficiary.
  - j. The rescue of persons on mountains or in seas, deserts or chasms.
  - k. Illnesses or pathological states produced by voluntary consumption of alcohol, drugs, toxic substances, narcotics, or medicines acquired without medical prescription.
  - l. Suicide or attempted suicide, mental illness, pregnancy.
2. Ibero Asistencia will not be liable to provide any service assistance in case the driver of the vehicle:
- 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 the vehicle is being driven.
  - b. is not in possession of a valid and subsisting driver's license corresponding to the class of vehicle being driven.
3. Ibero Asistencia will not be liable for the cost of:
- a. any repairs to the vehicle.
  - b. any service assistance arranged by or on behalf of the Beneficiary without the prior authorization of Ibero Asistencia except, in case of emergency or force majeure.

**E. Other Benefits:**

**1. Personal Assistance**

In the event of breakdown or an accident on covered areas, Ibero Asistencia will make the necessary arrangements for:

- a. Continuation of Journey\*
- b. Hotel Accommodation\*
- c. Ambulance Assistance\*
- d. Hospital Admission\*
- e. Accident Coordination
- f. Car Rental Services\*

- g. LTO Registration Assistance\*
- h. Relay of Urgent Messages

**\*Related costs shall be for the account of the cardholder.**

## **2. Information Service**

Ibero Asistencia shall provide the following information services to the Beneficiaries:

- a. 24/7 Traffic Information and Road Conditions (Metro Manila)
- b. Location/Vicinity Information (Metro Manila)
- c. Location of the nearest Petron Stations
- d. Emergency Numbers: Police, Fire, Hospital etc.
- e. Weather Information
- f. Breaking News (CNN, GMA, ABS-CBN)