

## **AUTOMOBILE ASSOCIATION PHILIPPINES**

### **SCOPE OF SERVICES**

**AAP WILL PROVIDE THE FOLLOWING BENEFITS TO THE CLIENTS:**

#### **TOWING SERVICES**

- AAP will assume responsibility for towing the vehicle, while Petron will generously cover the initial 5,000 pesos spent by a Petron Value Card Holder. For longer distance towing exceeding this amount, the cost will be quoted to the Customer. The Customer will be required to pay the additional charges.
- In cases that require heavy salvage equipment for towing vehicles involved in an accident such as overturning, falling into a slope, ravine or canal, AAP will arrange removal and recovery for a maximum coverage of Php **10,000 (PER EVENT)** and bring the Covered Vehicle to the nearest repair facility.

#### **BASIC ASSISTANCE SERVICES**

##### **A. Minor Roadside Repairs**

- Replace fuses, temporary repair to air hoses, coolant hoses, minor electrical repairs, etc. (Parts can be supplied at discounted rates (drive/fan belts, batteries, tires, radiator hoses, etc.) and will be at the cost of the customer.

##### **B. Battery Boosting**

- In case the Covered Vehicle battery is weak and does not have enough power to start the engine, AAP will send a technician complete with a good spare battery and boosting cable and shall conduct an on-site battery boosting.

##### **C. Flat Tire**

- AAP will organize to fit the serviceable spare wheel for the vehicle. AAP will assist with tire replacement/repair, however, the cost of the tire replacement will be at the Customer's expense.

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- AAP will assist the Customer in ordering tire from the Customer's choice of tire provider. (Barring unforeseen/extraordinary circumstances based on time and place)

#### **D. Emergency Fuel**

- AAP will organize the delivery of emergency fuel or transportation to the closest refueling station. The cost of the fuel will be at the Customer's Expense.

#### **E. Locksmith Service and Delivery of Spare Key**

- AAP will not attempt forced entry into the vehicle unless requested/instructed by the Customer. AAP will dispatch a locksmith (subject to Car Manufacturer's Terms and Conditions) to unlock and open the covered vehicle door only. If a locksmith service is required to cut keys/ lock, this will be at the customer's expense
- If the customer cannot access the vehicle due to the keys being locked inside, stolen or lost, defective, or malfunctioning, AAP will organize pick up of the Covered Vehicle Spare Key at the customer's Home or Office, subject to approval and coordination of the Customers spare key keeper.

### **PERSONAL ASSISTANCE SERVICES**

AAP will arrange the stay or payment for the traveling expenses of the client due to the immobilization of the covered vehicle.

#### **The Customer may choose among the following benefits;**

AAP will bear the cost for up to **Php 2,500 per night** (maximum of 2 consecutive nights) for the hotel accommodation expenses, in case of immobilization of the covered vehicle due to breakdown or accident and the repair time is longer than 48 hours as established by the repair facility, (incremental fees shall be shouldered by the Customer)

#### **Continuation of the journey**

If the Covered Vehicle cannot be repaired within 48 hours, the client may choose between: ( **up to 5,000 / event** maximum of 2 events per year)

- Transfer to the place of residence or original place of destination thru the provision of alternate means of transportation, for as long as the distance between the place of breakdown to the place of original destination is not greater than the distance from the place of breakdown to the Customer's usual place of residence.

- OR -

- Reimbursement of alternative transportation expenses to the place of planned destination, for as long as the distance between the place of breakdown to the place of original destination is not greater than the distance from the place of breakdown to the Client's usual place of

residence. Reimbursement limit of Php 5,000 per event (Subject to submission of Original Official Receipt)

Note: Availment of any of the above benefits would constitute one event.

#### **AAP Motorsports Development Program**

- AAP, upon request of the customer shall assist in enrolling in a Motor Sports Development Program. MSDP will cover topics such as driving technique, safety, vehicle dynamics, physical and mental fitness, and race car preparation through modules. (Race Cars, Competition License, equipment, and other fees shall be at the account of the customer)

#### **AAP Road Safety Program**

- Interested customers may be involved and get to join AAP Road Safety Program. AAP Road Safety undertakes road safety campaigns, programs and projects aimed at improving public awareness, education and discipline among road users across all sectors.

#### **Arrangement of Registration Assistance**

- The Customer can request AAP to assist and facilitate vehicle renewals limited to areas that have AAP Satellite Offices: (Quezon City, Makati, Alabang, Batangas, Pampanga, Metro Cebu and Metro Davao )
- AAP alongside the registration assistance, Customers can avail of emission testing discounts at partnered emission testing centers. Cost of vehicle registration and emission testing shall be for the account of the Customer.

#### **Urgent Message Relay**

- In the event of a breakdown or accident, AAP can relay messages to Customer's friends, relatives, or business associates so as to notify them of any possible delays or issues.

#### **Driving School Assistance**

- Upon request of the customer, AAP shall arrange Driving School Programs to accredited AAP Driving School Partners. (Fees and other charges will be at the account of the customer)

#### **International Driving Permit Processing**

- AAP will assist the customer in processing and acquiring International Driving Permit. (Fees and other charges will be at the account of the customer)

**Autocare Services**

- Customers shall receive a Free 21-point comprehensive checkup at AAP Autocare (NCR ONLY) as well as exclusive discounts and rates of AAP Autocare services.

**AAP Travel Services**

- AAP, upon request of the customer, shall support with the booking and planning of the Customer's trip via AAP TRAVEL. AAP Travel shall find the best flight and accommodation deals for the customer at a discounted and exclusive rate (All fees and charges will be at the account of the customer)

**AAP Insurance Services**

- AAP, shall assist the Customer in ensuring Non-life Insurance Products via AAP Insurance. Customers can avail of discounted and exclusive rates provided by AAP INSURANCE. (All fees and charges will be at the account of the customer)

**AAP Cares Program**

- Customers who wish to participate in a charitable activity conducted by AAP may join AAP Cares Program. AAP Cares strive to become a tool for everyone who wishes to help different institutions or communities.

**MEDICAL ASSISTANCE SERVICES****Dispatch of Ambulance Assistance**

- AAP will coordinate, pay (subject to benefit limit of up to Php 5,000 (per event), and dispatch an Ambulance service in the event of a vehicular accident whenever necessary to bring the customer and passenger to the nearest hospital with appropriate medical equipment and facilities for treatment.

**Hospital Admission Assistance**

- AAP can assist the customer in the event that the customer or passengers in covered vehicle are injured due to a car accident. Cost of Hospital expenses shall be for the account of the customer.

### **Accident Coordination**

- In the event of an accident involving the covered vehicle, upon the request of the Client, AAP will coordinate with the necessary government agencies (PNP, PNP-HPG, MMDA, SKYWAY Patrol, etc.) to assist the Client.

### **Appointments of Health Professionals**

In case that the customer needs medical attention or follow up consultation for any health related concerns even those not involving the use of covered vehicle, AAP ERS shall arrange the preferred schedule and appointment to the medical doctors or medical facility of their choice. (Contact centers will ask for the personal details of the customer for smooth scheduling arrangement). Cost of the services shall be for the account of the customer.

### **Fitness and Health Referral Program**

- Upon request of the member, AAP shall arrange fitness and health programs such as physical exams and exercises, sports training and meditations.

Cost of the program shall be for the account of the customer.

### **Repatriation of Mortal Remains of Member**

- In the event of death of the member (**caused by road accident with the Covered Vehicle**), AAP will arrange for the repatriation of the mortal remains to the usual place of residence for burial. The maximum payable amount per event is **Two Thousand Pesos (PHP 2,000.00)** for the account of AAP ERS. This service does not include burial-related expenses.

**Availment of this would constitute one event.**

## **24/7 INFORMATION**

### **Traffic Information and Road Condition Assistance**

- Upon the request of the member, AAP shall give traffic updates and road conditions on the destination or location needed in major cities nationwide.

### **Driving Direction Assistance**

- If the customer requires a detailed route going to his/her destination, AAP shall assist the member in giving directions to the member's planned destination.

**Directory Assistance**

- Upon request of the customer, AAP shall give details and information on emergency contacts such as Police and Fire Department, Hospitals, and Red Cross.

**Information on the nearest Gasoline Station**

- AAP may advise the nearest gasoline station from the member's current location if the customer requires refueling.

**Program Benefits Inquiry**

- Upon request of the customer, AAP shall explain the AAP Emergency Roadside Assistance Program benefits terms and conditions.
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**Secondary Towing (up to Php 5,000)**

Secondary Towing is defined as the service by which a vehicle that is non-drivable is to be transported from a location other than the place of breakdown to the nearest repair shop.

Secondary towing pick-up and delivery locations include but are not limited to the following:

1. Repair shop to warehouse and vice versa
2. Impounding site to repair shop and vice versa
3. Repair shop to repair shop
4. Repair shop to home

Specific exclusions of secondary towing in addition to General Exclusion, the cardholder is not covered for the dismantled units/vehicles due to the following reasons:

1. Responsibility on dismantled parts
2. Inventory of parts
3. Time consuming
4. No compartment for storage of parts in the tow truck
5. Possibility of lost part during transport

COVERAGE	CLASS 1	
	NO. OF EVENTS	BENEFIT LIMIT
<b>SECTION 1- BASIC ASSISTANCE</b>		
a. Minor Roadside Repairs	3	5000 per Event
b. Battery Boosting	3	5000 per Event
c. Flat Tire	3	5000 per Event
d. Emergency Fuel	3	5000 per Event
e. Locksmith Service and Delivery of Spare Key	3	5000 per Event
f. Vehicle Recovery Using Crane	2	10,000 per Event
<b>SECTION 2- PERSONAL ASSISTANCE</b>		
1. Stay or Travelling Expenses		
a. Hotel Accommodation	2	2500 per night (2 consecutive nights)
b. Continuation of Journey	2	5000 per Event
c. Arrangement of Registration Assistance	3	
d. Urgent Message Relay	UNLIMITED	
e. Driving School Assistance	UNLIMITED	
f. International Driving Permit Processing	UNLIMITED	
g. AAP Autocare Program	UNLIMITED	
h. AAP Travel Program	UNLIMITED	
i. AAP Insurance	UNLIMITED	
j. AAP Care Program	UNLIMITED	
k. AAP Motorsports Development Program	UNLIMITED	
l. AAP Road Safety Program	UNLIMITED	
<b>SECTION 3- INFO 24/7 SERVICE</b>		
a. Dispatch of Ambulance Assistance	3	5000 Per Event
b. Hospital Admission Assistance	UNLIMITED	
c. Accident Coordination	UNLIMITED	
d. Appointment of Health Professionals	UNLIMITED	
e. Fitness and Health Referral Program	UNLIMITED	
f. Repatriation of Mortal Remains of Member	2	2000 Per Event
<b>SECTION 4- 24/7 INFORMATION</b>		
a. Traffic Advisory, Emergency Services, Directory Assistance	UNLIMITED	
b. Driving Direction Assistance	UNLIMITED	
c. Directory Assistance	UNLIMITED	
d. Information on Nearest Gasoline Station	UNLIMITED	
e. Program Benefits Inquiry	UNLIMITED	
Secondary Towing	3	5000 per Event

## **AAP EMERGENCY ROADSIDE SERVICE PROGRAM**

### **TERMS AND CONDITIONS:**

1. Petron Value Card Holder can avail of the Emergency Roadside Service ("ERS") program:

***(PLEASE SEE ATTACHED SCOPE OF SERVICES FOR BENEFIT DETAILS)***

3. To avail of the ERS offer, Petron Cardholders must call the Petron Emergency Dedicated 24/7 Hotline (02-8-7230801) and (0998-984-0737). The Petron Cardholder or the authorized driver must be present and should be able to present his/her Membership Card on time of the availment.

4. Only 4-wheeled vehicles, motorcycles with 400cc and above engine used for personal purposes are qualified for ERS. Other vehicles for hire are subject for approval. Vans, public light bus, taxis, bus, truck, heavy duty reconditioned vehicles are excluded from these benefits

5. AAP is NOT responsible for the cost of the tires, battery or any other part that may need replacement at the time of the on-site vehicle repair assistance.

6. AAP is not responsible for the cost of any additional administrative charges in subdivision, private used road, mall parking and toll fees along expressways and the like. This cost will be charged to the member in addition to any other costs that are outside of the benefits.

7. AAP ERS is available in Metro Manila and key cities and provinces nationwide National Capital Region (NCR)

- Cordillera Autonomous Region: Abra, Apayao, Benguet, Ifugao, Kalinga and Mountain Province
- Region I: Ilocos Norte, Ilocos Sur, La Union, Pangasinan
- Region II: Cagayan, Isabela, Nueva Viscaya and Quirino
- Region III: Aurora, Bataan, Olongapo, Zambales, Bulacan, Nueva Ecija, Tarlac, Pampanga
- Region IV-A: Cavite, Laguna, Batangas, Rizal, Quezon
- Region IV-B: Occidental Mindoro, Oriental Mindoro, Palawan
- Region V: Albay, Camarines Norte, Camarines Sur, Sorsogon
- Region VI: Aklan, Antique, Capiz, Iloilo City, Negros Occidental (Bacolod)
- Region VII: Tacloban City, Cebu, Bohol, Negros Oriental, Siquijor
- Region VIII: Butuan City
- Region X: Bukidnon, Misamis Occidental, Misamis Oriental, Cagayan De Oro City
- Region XI: Davao Del Norte, Davao Del Sur, Davao Oriental, Davao City
- Region XII: South Cotabato (General Santos City)
- Region XIII: Agusan Del Norte, Agusan Del Sur, Surigao Del Norte, Surigao Del Sur

AAP will accommodate the filing of reimbursements (i.e. for excluded areas with no available service provider) provided the following requirements are met and that actual towing has been verified by AAP:

- With open case (client called the hotline to report the incident with AAP's reference number)
- Accomplished original Claim Form
- Valid ID
- Original Official Receipt of the service availed
- Valid Driver's License
- Actual photo of the stalled vehicle in the area
- Incident/traffic report from the local government authority



Submission of the above documents to AAP within sixty **(60)** days from the date of towing

Excluded Areas (where AAP does not have readily available providers but subject to reimbursement and initial call to the 24/7 dedicated telephone hotline and presentation of required documents to be filed out within sixty 60 days to AAP from date of towing service)

- Lanao del Norte (except Iligan City)
- Lanao del Sur
- North Cotabato
- South Cotabato
- Maguindanao
- Sultan Kudarat
- Sulu
- Tawi-Tawi
- Basilan
- Zamboanga del Norte
- Zamboanga del Sur
- Zamboanga Sibugay
- Compostela Valley
- Catanduanes
- Batanes
- Romblon
- Marinduque
- Guimaras
- Camiguin
- Masbate

8. The nearest available truck will be dispatched but waiting time may vary for those covered areas where there are no tow trucks from AAP present or no third-party towing company available in the area.

9. AAP reserves the right to disqualify the service request if the car registration is not up to date

10. AAP does not have any control and shall not be responsible when there is an intervention by MMDA or other LGU-accredited towing companies. AAP shall abide by the guidelines and procedures set by MMDA and other LGU-accredited towing companies.

- END -