# Roadside Assistance

## Encompass Roadside Assistance provides you with*:

**Towing Service—**A service provider will tow your disabled vehicle to the nearest qualified service facility, or the service facility of your choice, up to the limit shown on your Coverage Summary for Towing.

**Tire Assistance—**A service provider will change a flat tire—all you need to provide is an inflated spare.

**Battery Assistance—**A service provider will be dispatched to jump-start your vehicle.

**Fluid Service—**If your car runs out of gas or overheats, a service provider will deliver gas or water to help get you safely to a service station.

**Lockout Assistance—**If you lock your keys in your car, a trained professional will be dispatched to assist you in gaining entry to your vehicle.

**Minor Mechanical Services—**If your car breaks down, a service provider may be able to perform minor mechanical adjustments, such as tightening a belt or battery cable that may make towing unnecessary and get you back on the road.

**Exclusive Concierge Service—**Our Concierge Service is designed to help you when you need it most. In the case of an auto breakdown, we can assist you in making alternate travel arrangements by providing hotel and rental information or contacting friends or family members.

## Follow four simple steps:

1. **Call toll-free, 1-800-588-7400,** 24/7/365, and select Roadside Assistance.
2. **Provide the representative with:** Your name, policy number, vehicle location and description, license plate number and the nature of the problem.
3. **A service provider will be contacted immediately to assist you.**
4. **Simply sign the bill and drive away. No money out-of-pocket (up to your towing coverage limit).**
   If you do not have towing and labor coverage, your customer service representative will still send help; however, you will need to arrange for payment of the roadside assistance.

**Help is a call or touch away.**

Download the Encompass Roadside App for easy access to towing service, tire and battery assistance, fluid services, lockout assistance,minor mechanical services and exclusive concierge service. The app also provides you with a convenient way to pay your bill. Available from the App Store℠ or Google Play™ by searching Encompass Roadside Services.[1]

[1] Google Play™ store is a trademark of Google Inc. App Store℠ is a trademark of Apple Inc.

Download on the App Store

Google play

*Please note that coverage for services is subject to policy terms and policy limits. Encompass will help arrange for assistance and pay up to your policy limits.

Encompass Insurance Company of America, Encompass Property and Casualty Company, Encompass Property and Casualty Insurance Company of New Jersey, Encompass Insurance Company of New Jersey, Encompass Independent Insurance Company, Encompass Home and Auto Insurance Company, Encompass Insurance Company of Massachusetts, Encompass Indemnity Company, Encompass Insurance Company: Northbrook, IL. Availability from a particular company varies by state.

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Encompass®
Creating protection around you