



DIRECTED

MOTOR CLUB

ROADSIDE ASSISTANCE PROGRAM



DIRECTED MOTOR CLUB 24-HOUR ROADSIDE ASSISTANCE PROGRAM

Directed SmartStart owners who subscribe to any current SmartStart Secure Service Plan (starting at \$69.99 per year) are eligible for a FULL Membership in the Directed Motor Club roadside assistance program at no additional charge.

DIRECTED MOTOR CLUB FULL MEMBERSHIP INCLUDES FREE 24-HOUR EMERGENCY ROADSIDE ASSISTANCE

- Available throughout the United States and Canada, 24 hours a day, 365 days a year.
- Coverage is provided to any driver of the covered vehicle pre-registered with the Directed Motor Club.
- When help is needed, one of our fleet of 30,000 licensed, insured service providers will respond at the push of a button from the SmartStart app
- Assistance will be provided at no charge, up to a benefit limit of \$75 per occurrence.

Roadside Assistance includes:

1. Towing

When towing is necessary, the customer's disabled vehicle will be towed (up to 5 miles/8 kilometers at no additional charge) to the nearest qualified service facility or to any location requested by the member. Additional towing over the covered 5 miles/8 kilometers will be charged to the customer at the place of the disablement at the rate of \$5 per additional mile.



2. Battery Service/Vehicle Won't Start

If battery failure occurs, a jump start will be applied to start the Customer's vehicle.



3. Flat Tire Assistance

Service consists of the removal of the flat tire and its replacement with the spare tire



4. Gasoline, Oil, Fluid, and Water Delivery Service

An emergency supply of gasoline, oil, fluid and water will be delivered to any Covered Vehicle if the Covered Vehicle is in immediate need. Customers must pay for the fuel or other fluid when it is delivered.



5. Lock-Out Assistance

If a Customer's keys are locked inside of their vehicle, the service will provide for assistance in gaining entry to the Customer's vehicle.



Directed MOTOR CLUB GUEST MEMBERSHIP

Smartphone users who have downloaded the SmartStart app and pre-registered within the app are eligible for a GUEST membership in the Directed Motor Club. GUEST members are eligible to receive 24/7 roadside assistance from the Motor Club fleet of licensed, insured service providers throughout the U.S. and Canada. GUEST members can access the same services as FULL members, except GUEST members will pay \$79 per incident.

FREQUENTLY ASKED QUESTIONS

Q: What's the difference between GUEST and FULL membership?

A: FULL members in the Directed Motor Club receive Free Roadside Assistance Services as part of their Secure Service Plan. GUEST members must pay \$79 per occurrence.

Q: Do I need to use the Directed SmartStart app to access Directed Motor Club?

A: No. FULL members can access Motor Club services by calling (877) 373-9763. GUEST members can access the service by calling (877) 373-9781.

Q: How do I become a member of the Directed Motor Club?

A: FULL members need to sign up for a Smart Start Secure Service Plan and then accept the Motor Club's MEMBERSHIP COVERAGES & LIMITATIONS on the www.mysmartstart.com customer activation portal. GUEST members need to download the app, and then simply enter their registration info in the app.