

ROADSIDE ASSISTANCE TERMS AND CONDITIONS

SIGNATURE
MOTOR CLUB

BY AGREEING TO THESE TERMS, YOU CONSENT TO CONSUMER CELLULAR, INC. SHARING YOUR NAME AND OTHER PERSONAL OR VEHICLE INFORMATION, AS MAY BE NECESSARY, WITH SIGNATURE MOTOR CLUB, INC. TO ENABLE THE MOTOR CLUB TO VERIFY YOUR ELIGIBILITY TO RECEIVE ROADSIDE ASSISTANCE SERVICES. IF YOU DO NOT CONSENT, YOU SHOULD DECLINE THE ROADSIDE ASSISTANCE BENEFITS OFFERED WITH YOUR CONSUMER CELLULAR SERVICE. SIGNATURE MOTOR CLUB WILL USE INFORMATION SHARED WITH IT ACCORDING TO ITS PRIVACY POLICY, WHICH IS AVAILABLE AT: <https://roadsidemobile.com/tac/rtus>.

1. Emergency Roadside Assistance

Emergency roadside assistance is provided by Signature Motor Club, Inc. in the United States, except in California, where services are provided by Signature Motor Club of California, Inc. (each referenced herein as the "Motor Club") for customers of CONSUMER CELLULAR.

The following Emergency Roadside Assistance services are available:

Vehicle Towing: Up to 10 Miles in any direction: Any additional expenses incurred beyond the 10-mile limit are your responsibility, payable directly to the Motor Club, and are not reimbursable.

Vehicle Winching: If a vehicle is stuck in a ditch, mud or snow and is accessible from a maximum distance of 30 feet from a normally traveled roadway, it will be extricated or winched. Winching is limited to one operator/one truck for 30 minutes or a maximum covered benefit of \$80. Any expenses incurred beyond the service limit are your responsibility, payable directly to the service facility, and are not reimbursable.

Fuel Delivery: If you have run out of fuel or your vehicle has insufficient fuel to reach a fuel station, a service vehicle will deliver up to 3 gallons of fuel to you, at the location where your vehicle requires fuel, unless prohibited by applicable law. You are responsible for the cost of the fuel, at local market rates.

Jump Start or Minor Roadside Adjustments to Start Vehicle: Service is provided to jump start a dead battery or make other minor roadside adjustments to start the vehicle. Expenses for more extensive repairs, parts and labor are your responsibility, payable directly to the service facility, and are not reimbursable.

Flat Tire: Service is provided to change a flat tire with your inflated spare. If no spare is available, the vehicle may be towed.

Lockout: Service is provided to gain access if your ignition key is lost or accidentally locked inside the vehicle.

Reimbursement Consideration: In the unlikely event that the Motor Club is unable to locate a service facility or provide services in the area, then you may locate a service provider and be eligible for reimbursement up to \$80.

To receive reimbursement, you must contact the Motor Club first before securing service then submit a clear copy of the original receipt along with your name and address to:

Signature Motor Club Roadside Assistance

P.O. Box 660021

Dallas, TX 75266-0021

Claims must be postmarked within 90 days after the date of the disablement. (No time limit applies to UT and WI residents.)

Pay Per Use: The Pay Per Use (PPU) program is available to CONSUMER CELLULAR customers who have exceeded their maximum number of covered Services. PPU provides assistance in locating and dispatching a service provider, however, you are responsible for the cost of services you request. The cost of Roadside Assistance Services requested will be provided to you prior to dispatch and is subject to your acceptance. Upon payment confirmation, the requested Roadside Assistance Service will be dispatched to you or your covered eligible participants.

2. Eligibility

CONSUMER CELLULAR customers who have a disabled vehicle (i.e., car, small truck or RV under 10,000 pounds, gross weight) and are participating in the Roadside Assistance program are eligible to receive services.

3. Limitations

There is a limit of three (3) service calls and/or reimbursements per year.

The purpose of the Roadside Assistance benefit is to provide service in common emergency situations.

Roadside Assistance Coverage Does Not Include:

- Service if you are not present at the location of your disabled vehicle. Exceptions are made in consideration of your safety. Please notify the dispatch operator if it is unsafe for you to remain with the vehicle.
- Towing or service from an auto repair shop or service station to another location.
- Towing or service on roads not regularly maintained (including private property).
- Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles from unplowed areas, snow banks, snowbound driveways or curbside parking
- Service will not be rendered in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service vehicles to reach.
- Installation or removal of snow tires and chains.
- Dismounting, repairing or rotating tires.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing.
- Service for taxicabs, ride share, tractors, boats, trailers, recreational vehicles and trucks, dune buggies, vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked cars or impounded vehicles.
- Service to vehicles with expired safety inspection sticker, license plate sticker, and/or emission sticker where required by law.
- Service to any vehicle that is not in a safe condition to be towed.

- Transportation to the vehicle for service or from the vehicle to another destination after service has been rendered.
- Charging a weak or dead battery.
- Delivery or repair of tires.
- Towing of vehicle off a boat dock or marina.
- Service of any kind on vehicles used for commercial purposes or using dealer tags.
- Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law.
- The cost of making a replacement key and lock repairs are not covered.

2. Disclaimer of Liability:

The Motor Club will not accept responsibility for repairs or the availability, delivery or installation of parts. All parts used and services provided by the service facility must be authorized and paid for by the customer.

Since all service providers are independent contractors and not agents or employees of the Motor Club, the Motor Club assumes no liability for any damage to the vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to property must be filed against the servicing facility. Services are available in the United States.

You will not be required to pay any sum in addition to the amount specified in the contract for covered services. Program dues are \$ 3.00 per month per eligible individual. You may cancel your Roadside Assistance benefits at any time and receive an offset of future Program dues. The Motor Club may elect to revoke your eligibility for any reason by providing written notice 60 days prior to your renewal date. The Motor Club may terminate your eligibility for fraudulent use of services with a minimum of 30 days written notice.

The limit of service calls and/or reimbursement claims during a one-year period is measured from the date your benefits are activated and each anniversary of that date.

Service Offices

California

Signature Motor Club of California, Inc.
3100 Thornton Avenue Burbank, CA 91504

Maryland

Roadside Assistance
7067 Columbia Gateway Drive Columbia, MD 21046

Mississippi

Roadside Assistance
Suite 100 578 Highland Colony Parkway Ridgeland, MS 39157

Nevada

Roadside Assistance

Suite 300 2360 Corporate Circle Henderson, NV 89074

New Mexico

Roadside Assistance

Suite 200 170 N Roadrunner Parkway Las Cruces, NM 88011

Phone: (575) 532-9930

Oklahoma

Roadside Assistance

Suite 200 3600 NW 138th Oklahoma City, OK 73134

Texas

Roadside Assistance

Suite E5B 8675 Freeport Parkway Irving, TX 75063

Wisconsin

Roadside Assistance

Suite 140 555 South Executive Drive Brookfield, WI 53005

Wyoming

Roadside Assistance

Suite 105 3001 E Pershing Boulevard Cheyenne, WY 82001

Home Office All other states:

Roadside Assistance

Suite E2 2775 Sanders Road Northbrook, IL 60062-6127

This is a Motor Club contract. This is not an automobile liability insurance contract or physical damage insurance and does not comply with any financial responsibility law. This is not an insurance contract.

MU133X-2 CONSUMER CELLULAR

Last updated 04/2018

Privacy Policy

Allstate Enterprises, LLC

IMPORTANT PRIVACY NOTICE

Thank you for choosing products and services from Allstate Enterprises, LLC. We value you, respect your privacy and work hard to protect your personal information.

This statement is provided on behalf of Allstate Enterprises, LLC and its subsidiaries listed at the end of this notice. We would like to explain how we collect, use, share, and protect the information we obtain about you in the course of doing business.

Our Privacy Assurance

- We do **not** sell your personal information to anyone.
- We do **not** share your information with non-affiliate companies that would use it to contact you about their own products and services.
- We **require** persons or organizations that represent or assist us in providing your service to keep your information confidential.
- We **require** employees to protect your personal information and keep it confidential.

As you can see, protecting your personal information is important to us. In addition to the practices described above, we use a variety of physical, technical and administrative security measures that help to safeguard your information.

Our privacy practices continue to apply to your information even if you cease to be a customer.

What Personal Information Do We Have and Where Do We Get It

We gather personal information from you and from outside sources for business purposes. Some examples of the information we collect from you may include your name, phone number, home address, e-mail address, vehicle information, and location. Also, we maintain records that include, but are not limited to, your membership, membership dues, and payment history.

In addition, Allstate Enterprises, LLC and its business partners gather information through activity on mobile applications, Internet activity which may include, for example, your operating system, links you used to visit our websites including allstateroadsideservices.com web pages you viewed while visiting our site or applications, Internet Protocol (IP) addresses, and cookies. We use cookies, analytics and other technologies to help:

- Evaluate our marketing campaigns
- Analyze how customers use our website and applications
- Develop new services
- Know how many visitors have seen or clicked on our ads

Also, our business partners assist us with monitoring information including, but not limited to, IP addresses, domain names and browser data, that can help us to better understand how visitors use allstateroadsideservices.com.

How We Use and Share Your Personal Information

In the course of normal business activities, we use and share your personal information. We may provide your information to persons or organizations within and outside of Allstate. This would be done as required or permitted. For example, we may do this to:

- Fulfill a transaction you requested
- Provide a service you requested
- Communicate with you and respond to your inquiries
- Provide information about our products and services that meet your needs
- Extend renewal offers, billing, membership changes and other administration
- Handle your claim
- Prevent fraud
- Comply with requests from a court order, or regulatory and law enforcement authorities
- Comply with applicable federal, provincial and territorial legislation
- The persons or organizations with whom we may share your personal information may include, among others:
 - Companies that perform services, such as emergency roadside assistance, credit card processing, and performing communication services on our behalf
 - Business partners that assist us with tracking how visitors use allstateroadsideservices.com or the roadside mobile applications
 - Those who request information pursuant to a subpoena or court order
 - Emergency roadside service providers

The Internet and Your Information Security

We use cookies, analytics and other technologies to help us provide users with better service and a more customized web experience. Additionally, our business partners use tracking services, analytics and other technologies to monitor visits to allstateroadsideservices.com. The website may also use Web beacons (also called “clear GIFs” or “pixel tags”) in conjunction with cookies. If you prefer, you can choose to not accept cookies by changing the settings on your web browser. Also, if you would like to learn about how we gather and protect your information over the Internet, please see Allstate Roadside Service’s online privacy statement located at the bottom of allstateroadsideservices.com homepage.

How You Can Consent, Review and Correct Your Personal Information

Allstate is committed to seeking your consent to the collection, use, and disclosure of your personal information. The form of consent may vary depending on the circumstances and the type of information being sought. By providing information to us through the mobile application, you are consenting to the collection, use, and disclosure of personal information for the purposes of processing, administering, and providing you service under your membership, and paying your claims.

You may, at any time, withdraw consent to the use of your personal information, subject to certain limitations. If you do not wish us to use or disclose your information for purposes related to your membership or service we will not be able to offer you roadside assistance. Once a membership is issued or renewed or once service is requested, you may not withdraw your consent to use or disclose information related to your application, its renewal, the administration of your membership, or the processing of any claims.

You can request to review your personal information contained in our records at any time. To do this,

please send a letter to the address below requesting to see your information for the previous two years. If you believe that our information is incomplete or inaccurate, you can request that we correct it. Please note we may not be able to provide information relating to investigations, claims, litigation, and other matters. We will be happy to make corrections whenever possible.

**Please send requests to:
Allstate Roadside Services Customer Privacy Inquiries
2775 Sanders Road, Suite E2 Northbrook, IL 60062-6127**

Protecting Your Personal Information

Allstate maintains appropriate policies to ensure customer information is available only to those employees, business partners, and authorized service providers who have a need to know, in order to serve you.

We take all reasonable steps to develop and maintain security measures to protect against loss, theft, unauthorized access, use, alteration, destruction, or disclosure of your personal information contained in electronic and/or paper record files. We continually enhance our security measures to meet market standards.

Any information you supply when applying for or servicing your membership is kept in a roadside assistance file or a claim file in your name, which is maintained at our United States head office in Northbrook, Illinois, our Agents' offices, and/or claims offices, as applicable. We may transfer your information to service providers who may process or store some or all your personal information on servers or computers located in jurisdictions outside of Canada, including the United States. These jurisdictions may have privacy laws or standards that are different from those in effect in Canada. In the event that customer information is stored or processed in jurisdictions outside of Canada, regulatory agencies or law enforcement authorities may be able to access your information under their laws or regulations. If you require information respecting our policies and procedures relating to service providers outside Canada or have any questions regarding such service providers, please contact us as noted on this privacy notice.

The personal information we hold is kept in our files during the period necessary to provide you with the roadside products and services when required. When a file is closed, the information is securely handled and kept in accordance with our retention schedule and our legal obligations. Files are destroyed when there is no longer any possibility of them being used for administrative or legal purposes or because we are obligated to do so by law. When we destroy personal information, we use safeguards to prevent unauthorized parties from gaining access to the information during or after the destruction process.

Sharing Personal Information with Affiliates

We do not share your personal information with Allstate affiliates or third parties for marketing purposes.

We reserve the right to change our Privacy practices, procedures, and terms.

Allstate Enterprises, LLC

List of subsidiaries for which this notice is provided:

1. Signature Motor Club, Inc.

2. Signature's Nationwide Auto Club, Inc.
3. Signature Agency, Inc.
4. Signature Nationwide Auto Club of California, Inc.
5. Signature Motor Club of California, Inc.

Please note that Allstate's "do not call" list is limited only to telephone solicitation calls. We may still contact you about your membership, billing issues, claims and other service matters.

We Appreciate Your Business

Thank you for choosing Allstate Enterprises, LLC. We understand your concerns about privacy and confidentiality, and we hope this notice has been helpful to you. We value our relationship with you and look forward to your continued satisfaction.