

# SERVAL PROTECT TERMS AND CONDITIONS

## 1. Emergency Roadside Assistance

Serval Fleet Solutions, Corp. ("Serval Protect"), offers a Roadside Assistance plan with PREMIUM FUTUREGUARD+ COVERAGE in the Philippines. Serval Protect provides an extensive array of Emergency Roadside Assistance Services through third-party services aimed at ensuring the safety and convenience of our valued members ("Member"). Our services include, but are not limited to:

1. **Towing Service:** The Member shall select the towing company of his/her choice. The Member can request reimbursement for payments made, up to a maximum of Three Thousand Pesos (P 3,000.00). However, the Member is solely responsible for any additional expenses that exceed the amount of Three Thousand Pesos (P 3,000.00). These extra costs must be paid directly to the service facility and are not eligible for reimbursement from Serval Protect under any circumstances.
2. **Emergency Ambulance:** In the event of an emergency, the Member can reach out to any hospital or ambulance service for assistance. A Member is entitled to a maximum amount of Three Thousand Five Hundred Pesos (P 3,500.00) for reimbursement. Therefore, the Member shall be responsible for any additional expenses exceeding the Three Thousand Five Hundred Pesos (P 3,500.00) limit. These additional costs must be paid directly to the service facility and are not eligible for reimbursement from Serval Protect under any circumstances.
3. **Lock Out Assistant:** A Member is entitled to a maximum amount of One Thousand Pesos (P 1,000.00) for Lock Out Assistant services. Should a Member require this service, they can seek assistance from any locksmith in their area. The reimbursable amount is limited to One Thousand Pesos only (P 1000.00). Any additional costs must be paid directly to the service facility and are not eligible for reimbursement from Serval Protect under any circumstances.
4. **Flat Tire:** The Member may seek assistance from their preferred service provider for this service. The chosen company can only aid in changing the flat tire using the Member's fully inflated spare tire. The reimbursable amount is limited to Five Hundred Pesos only (P 500.00). Any additional costs must be paid directly to the service facility and are not eligible for reimbursement from Serval Protect under any circumstances.
5. **Battery Jumpstart:** In the event of a battery failure requiring a jumpstart, the Member can contact a company of their choice to provide this service. The reimbursable amount is limited to Five Hundred Pesos only (P 500.00). Any additional costs must be paid directly to the service facility and are not eligible for reimbursement from Serval Protect under any circumstances.

## 2. Eligibility:

Serval Protect Members with disabled vehicles requiring emergency roadside assistance and enrolled in the Serval Protect Roadside Assistance program are covered by this Policy and entitled to one service call for each of the five distinct services enumerated above per year. Note that each service can be utilized once annually and the costs for these services are subject to a reimbursement cap as mentioned. Coverage becomes effective within 24 hours of membership registration. To access the Roadside Assistance Services, Members can download and use the Roadside Assistance app designed

for smartphones. The app is compatible with both Apple, Android, and Smartphone devices and requires the phone to be powered on, equipped with text messaging capability, and have location services turned on for full utilization.

### 3. Coverage does NOT include:

Serval Protect Roadside Assistance program offers essential services for disabled vehicles in emergencies, EXCEPT:

1. Towing or service between repair shops or service stations;
2. Services rendered on poorly maintained roads or private property, or where road closures or constructions impede access;
3. In areas not regularly traveled, such as vacant lots or beaches;
4. Tire dismounting, repair, or rotation; the flat tire service only assists in changing the tire;
5. Additional charges such as vehicle storage, parts, impounding fees, and extra labor costs;
6. For specific vehicle types, illegally parked, stolen, or unlicensed vehicles;
7. Vehicles lacking proper safety inspection, license plates, or emission stickers are ineligible;
8. If the vehicle isn't safe to tow;
9. Transportation of the Member to or from the disabled vehicle;
10. Charging a weak or dead battery; and
11. Replacement key and lock repairs.

### 3. Reimbursement

An official receipt from the engaged service provider must be presented by the Member to receive reimbursement. The receipt is necessary to prove availment and payment of the services of the provider. To proceed with the reimbursement request, the Member shall access the APP and upload all required documents, including the official receipt. The name should be under SERVAL FLEET SOLUTIONS, CORP. Upon submission of the documents, the reimbursement process shall begin, and shall take approximately 5-7 business days to complete.

### 4. FUTUREGUARD+ COVERAGE

Active members who keep their payments up to date, at a rate of 499 per month plus a 25 online transaction fee, will automatically receive FUTURE GUARD+ COVERAGE.

FUTURE GUARD+ COVERAGE offers insurance coverage of up to P 1,900,000.00 by Standard Insurance, as follows:

PRINCIPAL MEMBER	P 1,000,000.00
DEPENDENTS	
Spouse/Parent* (Between 18 to 65 years of age)	P 500,000.00
Child/Sibling* (Max of 2 and 3-21 years of age)	P 200,000.00

## 5. Member's Responsibility

Upon availment of the Serval Protect Roadside Assistance, the Member recognizes and acknowledges its responsibility to thoroughly read and understand this policy and be bound by its terms and conditions.

For more information and understating please visit [www.servalprotect.com](http://www.servalprotect.com)

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