



Dear Valued customer,

Here are the Reimbursement Procedures:

First, make sure you contact the Program **directly by calling 1-877-230-0369** to obtain the Covered service for your Vehicle. In the event that you contact the Program for a Covered Service and dispatch assistance is provided for your disablement, you will be reimbursed for any payments made by you for Covered Services up to the specified Benefit Limit. If your service is secured through any other source other than the SafeRoute Program provider, we cannot reimburse you. To file a request for reimbursement, you must submit the following information **within sixty (60) days** of the disablement:

1. Your **current contact information** including phone number and address; the first and last name of the person driving the vehicle at time of disablement and their relation to the vehicle owner identified on the automotive service facilities' invoice; and the type of roadside assistance for which you are requesting reimbursement for.
2. **Copy of your prior invoice** from the automotive service facility showing the following:
A Legible Date of last service (must be within 12 months of needed Assistance), Your Name, Home Address, Phone Number, Vehicle Year, Make and Model.
3. **Also any ONE** of the following:
A copy of the invoice from the Saferoute Service Provider **OR** a copy of your credit card statement showing payment to the Saferoute Service Provider.
4. Documents may be sent by fax to **1-866-692-1609**, by email to **mechclaims@sonsio.com**, or by postal mail to:

SafeRoute Customer Care
P.O. Box 17659
Golden, CO 80402.