

ROADSIDE ASSISTANCE

Reimbursement request



You are entitled to a reimbursement if you must obtain your own Roadside Assistance service.

Find out which situations qualify.

Procedure

1. Pay your Roadside Assistance invoice.
2. Make sure your invoice is made out in your name. It must also include all the information about the company that provided the service.
3. Write your membership number on the invoice.
4. Send us the filled-in form on the next page and the original invoice within 30 days of the breakdown.

Our reimbursement department will review your claim and any supporting documentation. If you are entitled to a reimbursement, it will be issued by cheque within 4 to 6 weeks, depending on the contracts in effect for the network of affiliates in the area where the breakdown occurred. Certain other costs related to towing are not eligible for reimbursement.

3 ways to submit your request

- **By email** to remboursement@caaquebec.com
- **By fax** to the attention of the Service des remboursements at **1-800-787-6786** or **418-626-3159**
- **By mail** to this address:
Service des remboursements
CAA-Quebec
8000 Rue Armand-Viau, Suite 500
Québec, Quebec G2C 2E2

Your personal information: Safe with CAA-Quebec!

Your personal information is safe with us. The collection, safeguard, use, and communication of your personal information is subject to our [Privacy Policy](#).



Fill in the form
on the next page.

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Form to be returned

Membership card number: 620 285

Name: First name:

Address: Apt.:

City: Province: Postal code:

Home telephone: Business: Ext.:

Cellphone: Email address:

Make (vehicle): Model: Year:

Date of service: Time: A.M. P.M.

Location of the incident:

Service received: Battery boost Flat tire replacement Lockout service Fuel delivery

Extrication /winching Minor mechanical adjustments

Other:

Towing Specify distance: kilometre(s)

Reason for towing:

Total minutes the patroller spent on site:

In what city was the vehicle was towed?

Have you tried to reach us? YES NO

If so, please indicate the telephone number you called from:

Why didn't you use the Roadside Assistance service of CAA-QUEBEC, CAA or AAA (U.S.A.)?

Was this incident caused by an accident, theft, or car fire? YES NO

If yes, did you first submit this claim to your insurance company for reimbursement? YES NO

If not, why?

If your application is the result of an accident, theft, or car fire, please provide:

Name of your insurance company:

Policy number with insurer:

Name of your insurance agent:

Signature: Date: