

PLATINUM PRIVATE

ROADSIDE ASSISTANCE

MONTHLY MEMBERSHIP AGREEMENT		DETROIT & METRO DETROIT
ONE-TIME ENROLLMENT	MONTHLY MEMBERSHIP	SERVICE LIMIT
\$99.99	\$29.99 / MONTH	UP TO 5 CALLS / MONTH

This Monthly Roadside Membership Agreement (the **Agreement**) governs participation in the Platinum Private Roadside Assistance (PPRA) membership program. By signing or electronically accepting this Agreement, the enrolling customer (**Member**) agrees to the terms below. This is a month-to-month service membership and is not a long-term commitment.

1. Enrollment & Monthly Charges

Member pays a **one-time \$99.99 enrollment fee** when joining. The enrollment fee is separate from monthly dues and is non-refundable after enrollment except where applicable law requires otherwise.

After enrollment, dues are **\$29.99 per month**, due on the **1st day of each month**. Membership benefits are available only while the account is active and paid in full.

2. Mandatory 72-Hour Waiting Period

Membership-covered service cannot be used until **72 hours after PPRA successfully receives the initial enrollment payment**.

A breakdown, disabled vehicle condition, or roadside need that existed, began, or was known before enrollment or during the waiting period is not converted into a covered event merely because the 72-hour period later expires. PPRA may offer service during the waiting period at its regular non-member rate.

3. Included Membership Benefits

An active membership provides eligible **jump starts, spare tire changes, fuel delivery service, tire plugs, 24/7 request availability, and access to discounted towing rates**, subject to this Agreement.

Fuel delivery covers the eligible delivery/service call only; **fuel itself is paid by the Member**. Discounted towing is not a free tow and the towing price will be disclosed before authorization.

4. Five-Call Monthly Maximum

Member may receive a maximum of **five (5) membership-covered service calls per calendar month**. After five covered calls are used, additional assistance may be purchased at PPRA's then-current disclosed rate.

A dispatched call may count when a technician has been dispatched and the Member cancels, leaves the location, gives an incorrect location, fails to respond, or the vehicle is unavailable. A call PPRA cancels because PPRA cannot provide the requested service will not count.

5. No Rollover or Cash Value

Unused calls expire at the end of each calendar month. They **do not roll over**, cannot be transferred to a later month, and have no cash or refund value.

6. Travel Beyond 20 Miles

If PPRA must travel **more than 20 miles to reach the service location**, an additional travel fee may apply. Mileage is determined using PPRA's reasonable dispatch/navigation route.

No surprise travel fee will be charged: PPRA will disclose the applicable fee and obtain authorization before dispatch when the fee applies.

7. No Surprise Fees / Additional Work

PPRA will disclose additional charges before the Member authorizes work not included in the membership. Examples include towing, replacement batteries or tires, parts, fuel, specialized equipment, extraordinary labor, or applicable travel charges.

The Member may decline an additional paid service. This provision does not make otherwise excluded goods or services part of the \$29.99 membership.

8. Payment, Failed Payments & Suspension

If a monthly payment is declined, reversed, disputed, charged back, or otherwise not successfully received, PPRA may suspend benefits until the account is brought current. PPRA is not required to retroactively cover services occurring while membership was inactive.

9. Cancellation / No Long-Term Contract

Membership is **month-to-month**. Member may cancel future membership at any time. Cancellation stops future monthly charges after the effective cancellation date but does not retroactively refund amounts already earned or services already provided, except where required by law.

10. Membership Use & Verification

Membership may not be sold, rented, commercially shared, or used to operate a roadside-assistance business for others. Member must be present or otherwise verify authorization for the vehicle receiving service. PPRA may request reasonable identification or membership verification.

11. Safety & Service Limitations

Membership does not guarantee every problem can be corrected roadside. PPRA may refuse, stop, or modify service when conditions are unsafe, illegal, inaccessible, outside the technician's reasonable capabilities, likely to cause damage, or require equipment/services PPRA does not provide.

Examples include unsafe traffic conditions, unstable lifting surfaces, severe collision damage, damaged wheel studs/lug nuts, missing wheel-lock keys, incompatible spare tires, or other conditions making roadside work unsafe.

12. Tire Plug Limitations

A tire plug will be attempted only when the technician determines the puncture is reasonably suitable for PPRA's roadside repair method. PPRA may decline sidewall/shoulder damage, excessive puncture size, unsafe tread condition, structural damage, or other unsafe conditions.

A roadside plug is not a guarantee of future tire condition or lifespan. Member remains responsible for professional tire inspection, repair, or replacement when appropriate.

13. Spare Tire Changes

Member must have a usable, compatible spare tire unless another arrangement is authorized. Membership does not include purchase of a tire, wheel, lug nuts, wheel-lock key, or other parts. PPRA may refuse installation when the spare, vehicle, lifting point, surface, or surroundings are unsafe.

14. Jump Starts

A jump start does not include diagnosis or repair of the battery, alternator, starter, charging system, or other components. PPRA does not guarantee the vehicle will start or remain running. Batteries and installation may be purchased separately when available.

15. Fuel Delivery

Eligible fuel delivery service does not include the cost of fuel. PPRA does not guarantee that adding fuel will start a vehicle when another mechanical or electrical problem exists.

16. Discounted Towing

Membership provides access to discounted towing, not unlimited or complimentary towing. Pricing may depend on distance, vehicle type, location, equipment required, and circumstances. The applicable price will be disclosed before the tow is authorized.

17. Response Times

PPRA accepts service requests 24/7 but does **not guarantee a specific arrival time**. Response time can be affected by call volume, technician availability, weather, traffic, road closures, distance, equipment availability, emergencies, and other circumstances outside PPRA's reasonable control.

18. Vehicle Condition / Existing Damage

Member must accurately describe the vehicle, condition, location, and requested service and disclose known hazards or defects. PPRA is not responsible for pre-existing damage, ordinary wear, mechanical failure, hidden defects, or defective vehicle components except to the extent responsibility cannot legally be excluded.

19. Fraud, Abuse & Termination

PPRA may refuse service or terminate membership for fraud, intentional misuse, false information, threats or abusive conduct toward personnel, repeated unauthorized sharing, chargeback abuse, commercial resale of benefits, or other material violation of this Agreement.

Repeated calls for the same unresolved mechanical condition may be reviewed to determine whether the request falls within the intended scope of unexpected roadside assistance.

20. Changes to Program

PPRA may prospectively change membership pricing, benefits, or terms upon reasonable advance notice. A Member who does not accept a future change may cancel before the change becomes effective.

21. Michigan Law / Severability / Entire Agreement

This Agreement is governed by applicable Michigan law. If any provision is found invalid or unenforceable, the remaining provisions continue to the fullest extent permitted by law.

This Agreement and the Member's enrollment information constitute the membership agreement and supersede prior verbal representations concerning membership benefits.

MEMBER ACKNOWLEDGMENT

Please initial each item to confirm the key membership terms.

- _____ I understand the one-time enrollment fee is **\$99.99**.
- _____ I understand monthly dues are **\$29.99** and are due on the **1st of each month**.
- _____ I understand I cannot use membership-covered service until **72 hours after enrollment payment is received**.
- _____ I understand membership provides a maximum of **5 covered calls per calendar month**.
- _____ I understand unused calls **do not roll over** and have no cash value.
- _____ I understand travel beyond **20 miles** may carry a disclosed travel fee.
- _____ I understand **fuel itself is not included** in fuel delivery.
- _____ I understand towing is **discounted, not free**.
- _____ I understand the program is **month-to-month** and is not a long-term commitment.
- _____ I have read and agree to the complete Membership Agreement.

MEMBER INFORMATION

Member Name: _____

Phone: _____

Email: _____

Primary Vehicle: _____

Additional Vehicle(s): _____

Enrollment Date: _____

Enrollment Time: _____

SIGNATURES

Member Signature: _____

Date: _____

PPRA Representative: _____

Date: _____