

Just call our FPG hotline and experience our professional service anytime you need emergency assistance due to any of the following vehicle breakdowns:

### VEHICLE BREAKDOWNS

1. Road traffic accident
2. Acts of nature
3. Others such as mechanical, electrical, loss/damage, destruction due to fire or theft leading to vehicle immobilization

### AVAILABLE SERVICES

- > Towing, up to a maximum of Php 4,000.00 per event
- > Removal of vehicle (crane service), up to a maximum of Php 8,000.00 per event
- > Emergency fuel delivery (cost of fuel not included/to be paid for by client)
- > Battery boosting/jumpstarting
- > Locksmith service (in case keys were locked inside the vehicle)
- > Tire replacement (replacement of punctured tire for the spare)
- > Hotel accommodation OR Continuation of journey, if repair time of immobilized vehicle extends beyond 5:00PM. Hotel accommodation reimbursement is up to Php 1,000.00/night, max. of two nights or, if continuation of journey is opted for, we may provide the vehicle or we will reimburse up to Php 2,000.00. Request for reimbursement must be supported by original copy of Official Receipt.
- > Relay of urgent messages
- > Hospital Admission Assistance
- > Accident coordination, with MMDA, if within Metro Manila or Police
- > Information services such as traffic or road condition, weather information, nearest gasoline station, hospital/police/fire station telephone numbers

### OTHER FEATURES

- > No limit as to number of events, if avilment is due to accident or acts of nature, but for other breakdowns, numbers of events covered is up to three (3) per vehicle, per year
- > Nationwide coverage, excluding Lanao del Norte, Lanao del Sur, North Cotabato, South Cotabato, Zamboanga del Norte, Zamboanga del Sur, Zamboanga Sibugay, Maguindanao, Sultan Kudarat, Sulu, Tawi-tawi, Basilan, Compostela Valley, Catanduanes, Masbate, Sarangani, Batanes, Romblon, Marinduque, Guimaras and Camiguin.
- > Exclusive to all private-used vehicles, below 12 years of age, and covered under our Comprehensive Auto Insurance.

### TOWING EXPENSE REIMBURSEMENT GUIDELINES

To qualify for reimbursement of towing expense, please take note of the following conditions/requirements:

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| First,  | At the time of the need for assistance, the client should have called FPG Roadside hotline (459-4746).<br>Our system records all calls and conversation and verification may be done if called for. |
| Second, | The vehicle was in immediate tow away zone such as inside NLEX, SLEX, SCTEX, Startoll, Skyway and MMDA covered area, where Ibero accredited tow trucks are not allowed.                             |
| Third,  | Within 70 days from actual date of towing, client must submit the following documents to FPG,<br><b>Attention to CRM Department.</b>  |
1. Original Official Receipt, issued by other tow truck provider (not Ibero).
  2. Duly completed original Ibero Asistencia Claim Form (Technical). Form may be downloaded from our website or call our hotline for assistance
  3. Photocopy of driver's license or any valid ID of claimant
  4. If vehicle was involved in an accident, please furnish copy of the accident/traffic report form.

**> ANY REQUEST FOR TOWING EXPENSE REIMBURSEMENT THAT FAILS TO COMPLY WITH ALL OF THE ABOVE CONDITIONS/REQUIREMENTS WILL BE DISQUALIFIED.**