



Road Hazard Frequently Asked Questions

- Q.** What are the features that benefit the consumer with the Nationwide Road Hazard Plan?
- A.** Free tire replacement through 33% tread wear, prorated thereafter. Free tire repair for the life of the plan (three years), up to \$20 per repair. Nationwide flat tire changing assistance – reimbursed up to \$75 per service call. Protection is available where ever they travel throughout the country.
- Q.** What are the hours of the Road hazard Center?
- A.** The Road hazard Center is open from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time) and Saturdays 9:00 a.m. to 6:00 p.m. (Eastern Time), excluding holidays.
- Q.** Do I ever have to hold tires for the administrator to send an investigator out to examine the tires or ship tires back to the administrator?
- A.** Occasionally. MyRoadHazard.com Technicians who adjudicate and authorize valid tire claims will let you know if the tire needs to be held for examination. Any requests to hold tires will be made at the time the claim is filed.
- Q.** What do I need to ensure that I get road hazard coverage for repair / replacement of tires?
- A.** You should obtain a copy of your original invoice and a copy of your road hazard certificate. The administrator will let you know if you are eligible for road hazard coverage. The administrator will ask you to fax them a copy of the your original invoice for the purchase of the plan and your subsequent repair/replacement invoice. That is it! Once the invoice copies are received the administrator will pay you immediately by credit card (or mail a check if you prefer). It is a quick and simple process. You also have the option to file claims online!
- Q.** What if the customer loses their original invoice?
- A.** The customer should contact the original tire facility to see if a copy of the original invoice can be reproduced. MyRoadHazard.com will assist with this process and attempt to have the original facility fax a copy of the original invoice. In a worst-case scenario, the customer would pay for any necessary tire repair/replacement and seek a reimbursement after the fact by submitting copies of the required documents to the Road Hazard Center.
- Q.** Is roadside assistance covered under this program?
- A.** Yes, flat tire changing assistance is available by calling the road hazard toll free line.
- Q.** Is towing covered under this program?
- A.** While this program provides many valuable benefits, towing is **not** covered.

