

# STOP BREAKDOWNS FROM BOTHERING YOUR BOTTOM LINE.



As a Shell Fleet Navigator™ Card customer, you can take advantage of 24/7 Emergency Roadside Assistance services through Road Canada at the reduced rates below.\*

**ROAD CANADA**  
a MAPFRE company

AVAILABLE SERVICES	Rate Fee Schedule (CAD)*
Roadside - Breakdown Tow	\$88.00
Roadside - Flat Tire	\$88.00
Roadside - Boost	\$88.00
Roadside - Out of Gas	\$95.00
Roadside - Winching/Extrication	\$125.00/30 min.
Roadside - Lockout/Misc.	\$88.00
Gone on Arrival	\$88.00
Dolly/Flatbed (Spec. Equip. Premium)	\$43.00
Underground Service Premium	\$33.00
Extra Payable KMS Over 1st 10-KMS	\$3.50/km
Recovery/Waiting Time Over 1st 30 min.	\$1.55/min.
Heavy-Duty Tow	\$230.00/hour
Medium-Duty Tow	\$135.00/hour
Extra Payable KMS Over 1st 10-KMS	\$3.90/km
Rush Response Required	\$180.00

The following additional services are also available through Road Canada at \$35 per call:

- **Repair Tech Assistance:** a professional team will help to assist with all your basic auto repair questions...whether this relates to vehicle servicing and maintenance schedules, manufacturers' recall notices and technical service bulletins, or just plain inquiries concerning what could be wrong with your car.
- **Dealer Locator:** will provide you with the closest authorized dealer location from your disablement location.

**To access Roadside Assistance, simply call the toll-free # on the back of your Shell Fleet Navigator Card (1-800-252-9118) and select option 7.**

Before using Roadside Assistance services, please ensure your Shell Fleet Navigator Card has the following restrictions removed:

1. As Roadside Assistance services would be charged to your card over the phone, you must first enable processing of online transactions. To do this, you need to enable the specific card in use as "Allow Hand Enter."
2. If your Shell Fleet Navigator Card allows Fuel Only purchases, you also need to unrestrict purchases associated with the Roadside Assistance Merchant Category Code: 7549.

**Both of the above can be done either by going online to eTRAC™ and following the attached instructions or by calling Customer Service at 1-800-252-9118.**

\*Roadside service must be charged to your Shell Fleet Navigator Card to take advantage of the above rates. The Shell Fleet Navigator MasterCard Corporate Fleet Card™ is issued by Comerica Bank pursuant to a license by MasterCard International Incorporated. MasterCard and MasterCard Corporate Card are registered trademarks of MasterCard International Incorporated.  
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