

PROCESS

Please fill out this form and mail or email it to us, together **with any receipts or invoices related to your request.**

After receiving and reviewing your reimbursement request and supporting documents, we will be able to determine whether you will be reimbursed. The reimbursement amount will be based on the commercial rates in effect in the region of the service call and your contract's Q.E.F. 33 coverage limits, namely:

- Maximum reimbursement of \$100 per incident resulting in the roadside assistance charge
- Maximum reimbursement of \$160 when the incident takes place on a Quebec-exclusive highway

✉ By email: **assistance-routiere@industrielleallianceauto.com**

✉ By mail: iA Auto and Home
PO 70800 STN QUEBEC CENTRE
QUEBEC CITY, QC G2J 0A6

About you

Policy number: _____

First name: _____ Last name: _____

Address: _____ Apt.: _____

City: _____ Postal code: _____

Cell: _____ Home phone: _____

Email: _____

Vehicle and service

Year: _____ Make: _____ Model: _____

Service date: _____ Time: _____ AM PM

Incident location: _____

Service received: Battery boost Flat tire replacement Lock-out service Fuel delivery
 Extricating/winching Minor mechanical adjustments Other: _____

Towing, specify distance: _____ km Reason for towing: _____

Total minutes the service agent spent onsite: _____

Was the vehicle towed to the nearest garage? Yes No

If no, why not?: _____

In what city was the vehicle towed? _____

Was the incident caused by an accident, theft or car fire? Yes No

Signature: _____ Date: _____

For internal usage

Amount (before taxes): _____ Tax: _____

Status: Accepted Denied

Reason: _____

Comment: _____