



RV CLAIM REIMBURSEMENT INSTRUCTIONS

We are sorry you recently endured an inconvenience that required Roadside Assistance and/or a Mobile Mechanic for your vehicle. Please follow the steps below and provide the confirmation information needed for us to process your reimbursement* as quickly as possible.

If you have any questions, please reach out to the Axiom Claims Team at 844-252-0937 and we will be able to assist you. Drive Safe!

Step 1: Call Axiom's claim department for authorization at **844-252-0937**. Please have the following information ready:

- Customer Name
- Contract Number(s)
- Requested Benefits (see page 2 for benefit list)

Step 2: Axiom will authorize reimbursement based on the terms of the contract(s).

Step 3: Submit proof of payment, repair orders, and other requested documentation to Axiom. Your claim representative will let you know what documentation is needed and where it should be sent.

* Please note: reimbursement requests must be received within 60 days of a completed Covered Repair/Service. You must pay for the benefits in full, up-front, and then provide a paid-in-full receipt, plus a copy of the qualifying repair order showing completed work, in order to receive reimbursement consideration.

| Check Box if Relevant | Benefit | Max Payout and Limitations | Reimbursement Amount Request | Description of occurrence |
|-----------------------|---|---|------------------------------|---------------------------|
| | TOWING | Max \$500 per occurrence | | |
| | JUMPSTART | Max \$150 per occurrence | | |
| | FLAT TIRE CHANGE | Max \$150 per occurrence | | |
| | FLUID DELIVERY | Max \$150 per occurrence | | |
| | RENTAL CAR OR ALTERNATIVE TRANSPORTATION | 5 days at \$50 Per day (\$250 total) | | |
| | EMERGENCY TRANSPORTATION 100+ miles from residence | Airfare limited to \$250 per person \$750 per occurrence. | | |
| | TRIP INTERRUPTION 100+ miles from residence | \$200 per day and Max \$1,000 per occurrence for lodging and food. One-time use per 12 months | | |
| | KEY FOB REPAIR OR REPLACE | \$250 per occurrence. One-time use per 12 months. | | |
| | FOOD SPOILAGE | \$100 per incident, Max \$300 on membership | | |
| | PET BENEFITS | Transport and/or boarding expenses up to a maximum of \$275. One-time use | | |
| | FURNITURE REPAIR | Max \$150 towards service call or furniture repair that encounters a breakdown. Cosmetic not included. One-time use | | |
| | MOBILE REPAIR SERVICE | Max \$150 per occurrence toward service call/labor cost for mobile repair. Max 2 uses per any 12 months | | |
| | DEDUCTIBLE | Max \$500. 2 uses allowed for lifetime of membership. Proof of settled auto claim, paid deductible, and any receipts must be attached | | |
| | HOME LOCK-OUT | \$75 per occurrence. Paid receipts must be presented within 60 days of incident. Max 1 use per any 12 months | | |
| | ID THEFT PROTECTION | \$500 per week for lost wage reimbursement for max of 4 weeks | | |
| | LOCK OUT ASSISTANCE | Max \$150 per occurrence. Cost of replacement key not included | | |