



Insurance  
Travel  
Roadside  
Rewards

# Application for Emergency Road Service Refund

Reimbursement will be in accordance with the applicable CAA rate in the area of service.

Club Code <b>275</b>	Classic	Plus	Plus RV	Premier	Premier RV	Membership number	Member name
Address		City		Province		Postal code	Date of service
Telephone Home				Cell		Vehicle year/make/model	Licence number

Type of service received (circle one):      Tow      Start      Lockout      Flat      Winch      Fuel      Other

Location of vehicle breakdown (please be exact): \_\_\_\_\_

Time of service (approximate): \_\_\_\_\_ A.M. / P.M.

Name and address of repair facility or towing company: \_\_\_\_\_

How far did the service provider have to come? \_\_\_\_\_ kms (estimate)

If towed, where to? \_\_\_\_\_ How many kms? \_\_\_\_\_

If towed, did your vehicle require any special equipment in order to tow (i.e. dollies or flatbed)? \_\_\_\_\_

If winched, how much time was spent winching the vehicle? \_\_\_\_\_

Did you attempt to contact the CAA/AAA 1-800 number for roadside assistance?      Yes      No

If yes, why were you charged? \_\_\_\_\_

If no, please explain: \_\_\_\_\_

Was your need for service the result of an accident?      Yes      No

If so, was Autopac notified?      Yes      No      If yes, was a claim filed?      Yes      No

**Please attach the original receipt. This is mandatory to qualify for reimbursement.**

**Reimbursement is subject to the available call allotment of Member.**

Member signature: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Receipts for service must be issued from a registered repair facility, auto service or towing company. Repairs, special equipment and labour charges are not reimbursable and should be shown separately from ERS charges on receipt. **Reimbursements may take up to 4-6 weeks to be processed.**

All reimbursements will be paid by cheque. Service reimbursement is available only to the person who is listed as a Member in our membership files.

CAA Associate initials: \_\_\_\_\_

Date received: \_\_\_\_\_ CAA Store: \_\_\_\_\_

DD / MM / YYYY

While CAA Manitoba strives to be available to service its Members at all times, there are situations when third-party services are required or recommended to our Members.

If the CAA service was available but not used, reimbursement consideration will be made at the local contract station rate, subject to approval by CAA Manitoba. We will reimburse you for any service normally provided under your membership. In instances where CAA or its contractor's access is legally restricted (i.e. limited-access highways), full reimbursement will be provided for towing back to the service facility or the nearest exit.

**To be eligible for reimbursement consideration, Members are required to:**

- Contact and be advised by CAA Manitoba to proceed with third-party service
- Have an active membership at time of third-party service
- Have a service call available for use at the date and time of service and reception of submission (at least one call available during that period)
- Submit their claim and original receipt within 60 days of service
- Provide requested correspondence and this CAA Manitoba Roadside Refund Claim form

Claims will be limited to maximum entitlements as per membership benefits based on membership level. Claims and accompanying documents submitted for reimbursement consideration must bear the Member's name. Photocopies and faxes are not acceptable.

Submit the original copy of your receipt to:

**CAA MANITOBA**  
**ERS Reimbursement Services**  
**PO Box 1400**  
**Winnipeg MB R3C 2Z3**  
**Email: [mbersclaims@caamanitoba.com](mailto:mbersclaims@caamanitoba.com)**