

Frequently Asked Questions

Q: How Do I Obtain Service In An Emergency?

A: Policyholders can simply call **1-800-FOR-NJMI** (1-800-367-6564). Have your NJM policy number available and advise the representative of your location.

Help will be on the way!

Q: Which Vehicles Are Covered?

A: All vehicles insured under your NJM Personal Auto Policy are eligible for Roadside Assistance. Coverage also extends to a rental car you are driving on vacation or while your personal vehicle is being repaired. We also cover any other eligible vehicle that meets the NJM Policy definitions, which can be found in your NJM Personal Auto Policy.

Q: What Happens If I Use Another Service And Would Like To Receive Reimbursement?

A: Save your itemized receipt of services and submit it to NJM. We will review it for appropriate charges to determine if a refund is warranted. This is subject to the maximum of \$75 per covered emergency.

Call
1-800-FOR-NJMI
(1-800-367-6564)



Services are provided by and/or through Cross Country MotorClub, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are provided by and/or through Cross Country Motor Club of California, Inc., Thousand Oaks, CA 91360.

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NJM

Roadside Assistance



Help is just a toll-free call away
at no additional cost to you!

1-800-FOR-NJMI
(1-800-367-6564)

NJM ROADSIDE ASSISTANCE



Available 24 Hours A Day, 365 Days A Year

Whether you are away from home or in your own driveway, NJM Roadside Assistance provides you with towing and related services 24 hours a day, 365 days a year, throughout the United States and Canada.

Just call toll free at **1-800-FOR-NJMI** (1-800-367-6564). Our dispatch service will quickly send reliable help from a vast network of towing and road service professionals.

With **NJM Roadside Assistance**, each time your covered vehicle is disabled, we will pay reasonable and necessary charges up to **\$75** for:

- ✓ **Emergency towing**
- ✓ **Lockout service**
- ✓ **Jump start**
- ✓ **Flat-tire changes**
- ✓ **Delivery of gasoline** (up to two gallons) or other fluids as necessary.

Just Sign And Drive

After service has been provided, sign the invoice and you're on your way!

In most cases, you have no out-of-pocket expenses. If the service exceeds the \$75 limit, you will only need to pay the difference to the service provider. There are no forms to fill out and no waiting to be reimbursed. It's that simple.