

**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: \_\_\_\_\_