

Honda Care[®] Roadside Assistance Customer Perspective



hondafinancialservices.com



In the U.S. or Canada



1-800-594-7400

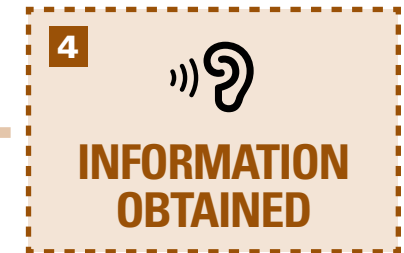
"Hello, Honda Care Roadside Assistance. How may I help you?"



- Confirmation Call to Customer Within 5 Minutes



CCAS* National Networks
• Towing • Road Service • Locksmith



- Location • Customer Information
- Vehicle Information
- Locate Nearest Authorized Honda Dealer and Vendor Facility (17,000 Nationwide)



- Direct Call to Customer
- Customer Satisfaction Surveys Conducted



HONDA
Financial Services

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*Cross Country Automotive Services

Honda Care® Roadside Assistance Program Information

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Features/Benefits

- National Toll-Free Assistance**
 1-800-594-7400, available 24 hours a day, 7 days a week, 365 days a year.
- Emergency Comprehensive Towing Coverage**
 Is available when the vehicle is unable to proceed safely due to a mechanical failure, accident, etc. Coverage is up to \$100 per disablement.
- Sign & Drive Roadside Assistance**
 Is available up to \$100 per occurrence. This coverage includes:
 - 24/7 roadside assistance
 - Towing
 - Lockout assistance
 - Battery jump-start
 - Flat tire change
 - Fuel delivery (up to 3 gallons)
- Trip Interruption**
 If a mechanical breakdown disables an eligible Honda vehicle more than 100 miles from home, reimbursement for customers' food and lodging expenses are covered for up to 3 consecutive days. The maximum benefit is \$100 per day (\$300 maximum per occurrence).
- Personalized Travel Plan**
 Customers can receive detailed trip routing packages with computerized itineraries, Honda dealer locations, destination stops, mileage between destinations and projected driving times between stops.

Concierge Emergency Service

- Emergency Airline Ticket Assistance**
 If customers' Honda vehicles are disabled, Honda Care can assist in determining available flights and ticketing and can arrange for the delivery of airline tickets.
- Emergency Cash Advance**
 Honda Care Roadside Assistance can arrange for the delivery of up to \$1,000 to any of 10,000 Western Union offices nationwide, subject to the customer's personal credit card line authorization.
- Personal Items Shipment**
 While traveling in their Honda vehicles, customers can use Honda Care Roadside Assistance to help arrange emergency shipment of personal items such as medications, eyeglasses, passports or other travel-related items if lost or stolen.
- Insurance Claim Assistance**
 In the event of an accident with their Honda vehicles, Honda Care Roadside Assistance can contact an insurance claims adjuster to aid in expediting their claims.
- 24-Hour Weather Information**
 Is available to customers through Honda Care Roadside Assistance.
- Urgent Message Relays**
 Up to three urgent messages can be communicated for your customers. For example, contacting a spouse, family member or workplace.
- Auto Glass Replacement Referrals**
 Can be made to nearby authorized replacement facilities or to arrange on-site installation or assistance.
- Special Emergency Service**
 Can assist in arranging any other reasonable emergency services such as notifying state or local police of emergency situations, travel arrangements requiring special accommodations and more.

CLAIM SUBMISSIONS

Services should be secured through calling the national toll-free line at 1-800-594-7400. In the unusual circumstance where customers look to obtain local assistance on their own, customers should first obtain an authorization number by calling the above toll-free number. For reimbursements up to the program limits, customers should submit, within 30 days of the disablement, the authorization number, their name, address, VIN or service contract number, a description of the emergency services and their valid paid receipt(s) to:

CROSS COUNTRY MOTOR CLUB

Attn: Claims
 P.O. Box 9145
 Medford, MA 02155