

Roadside Assistance FAQs

Q: What phone number do I call for Roadside Assistance?

A: For Personal Auto Roadside Assistance, call (877) 512-6964. For Classic Collectors Roadside Assistance, call (800) 367-3836.

Q: What services are provided under Roadside Assistance coverage?

A: Roadside Assistance coverage offers 24-hour emergency towing, flat tire assistance, battery jump start, lockout service, and fluid delivery. In the event of a service need, call our toll free phone number, and an authorized representative will be dispatched to assist.

Q: Will I be reimbursed for towing service if I pay for it out of pocket?

A: All disablements must be reported to our Roadside Assistance hotline prior to obtaining service. However, reimbursement requests will be evaluated on a case-by-case basis. To request reimbursement consideration for Roadside Assistance services, report the claim by calling 1-800-334-1661.

Q: Is there a towing distance limit?

A: The disabled vehicle will be towed to the nearest qualified service provider. The insured may request that the vehicle be towed to their home or a preferred service provider (additional fees may apply).

Q: Do any exclusions apply to the Roadside Assistance coverage?

A: Yes. The following disablements are excluded from Roadside Assistance coverage:

- More than 5 disablements in a consecutive 12-month period
- A second or subsequent service for the same disablement
- Disablement as a result of an accident or vandalism
- Disablements that occur at the insured's primary residence
- Towing from a service station, garage or repair shop

Additional exclusions may apply.

Q: Can I use Roadside Assistance when I drive other vehicles?

A: Roadside Assistance coverage is limited to disablements of the policyholder's vehicles which are insured by Infinity and listed on the Policy Declarations page.