

TravelNet[®]: Frequently Asked Questions

What is TravelNet?

TravelNet is West Bend's exclusive automobile coverage that provides 24-hour, emergency roadside assistance 365 days a year anywhere in the United States and Canada. This optional coverage is available on the Home and Highway[®] policy and provides \$250 in trip interruption coverage. As of June 1, there are three coverage limits to choose from: \$100, \$125, \$150. There are more than 33,000 qualified service professionals in the TravelNet service network program which is administered through the Cross Country Motor Club.

What does TravelNet cover?

TravelNet covers general roadside services like towing, flat tire changes, gas delivery, battery jump starts, lockouts, and other minor repairs made at the place of disablement. It also covers lodging, meals, and bus or taxi fees up to \$250 if the insured is more than 100 miles from home and the accident or disablement necessitates an overnight stay.

How does TravelNet work?

A Home and Highway insured who needs emergency roadside assistance anywhere in the United States or Canada should call the TravelNet toll-free number found on the TravelNet ID card, 1-877-922-5246 (1-877-WB-CLAIM). The insured will answer a few questions and the Cross Country Automotive service associate will verify the TravelNet limit coverage and inform the caller of any coverage. Then a qualified service provider will be dispatched to help. More than 75 percent of the roadside responses are estimated to arrive in 30 minutes or less; almost all of them respond within 60 minutes. These times can vary during peak travel times and severe weather events. These times may also vary depending on whether the insured is located in a rural or urban location.

Can an insured add TravelNet to any vehicle on the Home and Highway automobile coverage form?

Yes, including motor-homes, motorcycles, and antique or classic automobiles. The coverage even extends to a trailer being pulled by a vehicle carrying the TravelNet coverage.

Will the insured need to pay the service provider?

As long as the service provided is within the TravelNet coverage limit carried on the vehicle, no cash, check, or credit card is needed. The insured will simply sign the bill and drive away. However, if the cost of the service exceeds the TravelNet coverage limit, the insured will be responsible for the additional cost. On average our TravelNet cost run about \$40.00 a claim.

Services are provided by and/or through Cross Country Motor Club, Inc., Medford, MA 02155, except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming where services are provided by and/or through Cross County Motor Club of California, Inc., Medford, MA 02155. www.crosscountry-auto.com.