

APD ALERT Roadside Service Program



Purpose

For your information, under USDA's Fleet Card Program, VISA provides a pay-per-use roadside assistance program.

Policy

As an option for roadside assistance, vehicle operators may call 1-800-VISA-TOW (1-800-847-2869). Assistance is available 24 hours a day, 7 days a week.

VISA's Roadside Dispatch Program is a pay-per-use roadside assistance program. This program is available through USDA's VISA fleet card program. There is no annual membership, dues, nor pre-enrollment required. **However, there is a service call fee of \$59.95 for each call.** Services include:

- Towing – Up to 5 miles included (*Additional charge for mileage over 5 miles*)
- Tire Changing – must have good, inflated spare
- Jump Starting – battery boost
- Lockout Service (no key replacement)
- Fuel Delivery – up to 5 gallons (cost of fuel not included)
- Winching (within 100 feet of paved or county maintained road only. Additional fees may apply)

Roadside Dispatch will ask you where you are, what the problem is, and arrange a dispatch to a reliable tow operator or locksmith to provide help. If you feel you are in an unsafe location, they will dispatch the police and remain on the phone with you at your request until the police arrive. VISA will bill all costs directly to the USDA fleet card that is associated with the vehicle.

If you have any questions, please contact Cheryl Brumback on 202-720-2359 or email Cheryl.Brumback@as.usda.gov.

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