



The Commerce
Insurance Company

CaresVan



*A service of the
Mass Highway Department*



The **CaresVan** program is a fleet of more than 20 patrol vehicles providing roadside assistance to stranded motorists. Commerce Insurance and the Massachusetts' AAA Clubs sponsor the **CaresVan** program as part of their effort to promote highway safety. Begun by the Massachusetts Highway Department in 1993, the program has proven to be highly successful at improving highway safety and at the same time reducing traffic congestion. The **CaresVan** patrols provide rapid response clearance of disabled vehicles and removal of road debris. Each year the Commerce Insurance Company **CaresVans** assists more than 36,000 stranded motorists.

Commerce CaresVan commonly asked questions

Why can't you tow me if I have AAA?

The Commerce Insurance Company **CaresVan** is an emergency roving patrol, not a dispatch tow service. Our vehicle operators are equipped with cell phones and can help you contact AAA, if the problem your vehicle is experiencing requires service beyond that which the **CaresVan** is equipped to render.

How much will this service cost me?

This is a free highway safety service.

Can I give the CaresVan Patrol driver money?

No. The drivers are not allowed to accept tips, however a charitable donation may be made in his/her name.

What services do you offer?

Whatever we can do to help you and your vehicle get to the safest location as quickly as possible.

What are your hours of operation?

Monday – Friday, 6:30AM – 9:30AM/3:30PM – 6:30PM

What areas do you cover?

The major Central and Eastern Massachusetts highways, not including the Massachusetts Turnpike.

About Commerce Insurance

The Commerce Insurance Company, a property and casualty insurance subsidiary of The Commerce Group, Inc., was founded in the town of Webster, Massachusetts in 1972. The company was founded to provide independent agents access to a company focused on agents and their customers' personal lines insurance needs. Commerce Insurance is one of the largest writers of private passenger automobile insurance in Massachusetts.

The Commerce Insurance Company is committed to providing superior property & casualty insurance through independent agents to consumers and businesses. Our continued success will be assured through the maintenance of the quality, caring service to our agents and policyholders that has been our trademark, and by remaining faithful to our corporate philosophy of "Caring in everything we do."