

HIGHWAY ASSISTANCE

# Commerce

INSURANCE<sup>SM</sup>  
a MAPFRE company

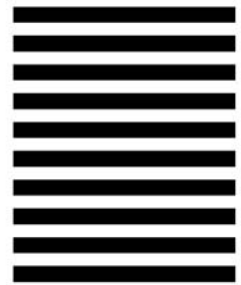


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Massachusetts Highway Department  
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## **Commerce Insurance<sup>SM</sup> Highway Assistance Program**

The Massachusetts Highway Department in partnership with Commerce Insurance and AAA Clubs of Massachusetts support the Highway Assistance Program. A fleet of more than 25 patrol vehicles provides roadside assistance to stranded motorists. Started in 1993, this program has proven to be highly successful at improving highway safety and reducing traffic congestion. Since 2004, Highway Assistance vehicles have responded to nearly 40,000 incidents annually.

### **Commonly Asked Questions:**

#### **How much will this service cost me?**

This is a free service covering 332 miles of the state's major highways and roads.

#### **Why was the name changed from CaresVan to Commerce Insurance Highway Assistance?**

To more accurately reflect the services provided by these vehicles.

#### **What services do you offer?**

Whatever is necessary to get your vehicle to the safest location possible.

#### **Can you tow my vehicle to my repair center?**

We are not a towing service, but will move your vehicle to a safe location. If you are a AAA member, contact AAA to coordinate any necessary towing services.

#### **What areas do you cover?**

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

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Your Commerce Insurance Highway Assistance Program driver's name is,

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**Please take the time to complete the following survey. Thank you.**

Route # _____	Date _____	Time _____
How long did you wait for the Commerce Insurance Highway Assistance Van?	<input type="checkbox"/> < 10 min.	<input type="checkbox"/> < 30 min. <input type="checkbox"/> >30 min.
Was your Commerce Insurance Highway Assistance driver professional, courteous and helpful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was your Commerce Insurance Highway Assistance driver able to make your car operable?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If not, was a tow truck requested?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Overall, how would you rate this service?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good <input type="checkbox"/> Poor

Additional comments:

**Stay Com.<sup>®</sup> You're covered with Commerce**  
**INSURANCE<sup>™</sup>**

\*Commerce Insurance is a Service Mark of The Commerce Insurance Company.