

MASSPIKE ASSISTANCE

Commerce

INSURANCESM

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www.masspike.com



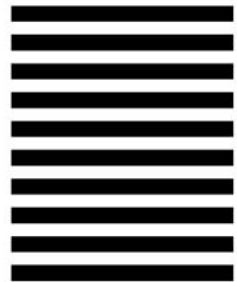
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Commerce InsuranceSM Masspike Assistance Program

The Massachusetts Turnpike Authority in partnership with The Commerce Insurance Company sponsors the Masspike Assistance Program. The Commerce Insurance Masspike Assistance Program is a fleet of 10 patrol vehicles providing roadside assistance to stranded motorists. In addition, Masspike Assistance drivers help reduce accidents by clearing debris and assisting with traffic flow during accidents. Overall, the goal of this program is to improve highway safety and reduce traffic congestion.

Commonly Asked Questions:

How much will this service cost me?

The Massachusetts Turnpike Authority may charge a fee for some services provided.

Can I call them if I need help when I am stranded?

The Commerce Insurance Masspike Assistance drivers should be able to locate you during their patrol. If you have a cell phone, you can call 911 to receive Masspike Assistance.

Can I give the driver money?

No, the drivers are not allowed to accept any compensation from the motorists.

What services do you offer?

A variety of services such as tire changing, battery boosts, gasoline, water, lockout service and towing / transport services.

What areas do you cover?

We cover the Massachusetts Turnpike (Interstate 90) from the New York border to Boston.

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

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

Vehicle # _____	Date _____	Time _____
How long did you wait for The Commerce Insurance Masspike Assistance vehicle?	<input type="checkbox"/> < 10 min.	<input type="checkbox"/> < 30 min. <input type="checkbox"/> >30 min.
Was your Commerce Insurance Masspike Assistance driver professional, courteous and helpful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was your Commerce Insurance Masspike Assistance driver able to make your vehicle 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:

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