

FREE ROADSIDE ASSISTANCE

Shell Go+ Program – Updated February 27, 2024

ELIGIBILITY FOR ROADSIDE ASSISTANCE:

1. This benefit is open to all Shell Go+ Private and Grab members with an active standing.
2. To qualify for this benefit, the member must maintain the following minimum liters purchased from the previous month:
 - a. 100 Liters for Shell Go+ Private members
 - b. 200 Liters for Grab members
3. All qualified Shell Go+ members are entitled to 24/7 roadside assistance to be carried out by our partner, covering the following services: Towing Services, Basic Assistance Services, Personal Assistance Services, Medical Assistance Services, 24/7 Information Services.
4. Member may visit <https://www.shell.com.ph/freeroadsideassistance> for the full details of the roadside assistance coverage.
5. To avail of this benefit, simply dial Shell dedicated hotline +63 2 5318 8453, provide your name, Shell Go+ membership number, location, vehicle description, emergency service needed.
6. In the event that any benefits granted under the Program are provided by a third party pursuant to a contract with Shell, Shell shall not be liable for any breach committed or injury caused by said third party.
7. The benefit shall have no cash or monetary value and cannot be exchanged for cash.
8. Shell and/or the facilitating partner has the right to refuse the claim of a member if it has incomplete requirements, and if the member is not abiding to the conditions of the roadside assistance.
9. Shell Go+ Terms and Conditions apply.

ROADSIDE ASSISTANCE INCLUSIONS

SERVICE	LIMIT	OCCURRENCE
Emergency Towing Assistance	PHP 5,000.00	per event
Crane Services	PHP 10,000.00	per event
Minor Onsite Repairs	PHP 5,000.00	per event
Change of Flat Tire	PHP 5,000.00	per event
Battery Boosting	PHP 5,000.00	per event
Emergency Fuel Delivery (Cost of Fuel Not Included)	PHP 5,000.00	per event
Continuation of Journey	PHP 2,000.00	per year
Hotel Accommodation	PHP 2,000.00	per year
Return of the Driver	PHP 1,000.00	per year
Ambulance Assistance in key cities nationwide	PHP 5,000.00	per year

**availment limit of roadside assistance has a maximum limit of above rates or 3 events.*

SERVICE	LIMIT	OCCURRENCE
Hospital Admission Assistance	Unlimited	Upon Request
Assistance in the repatriation of Mortal Remains	Unlimited	Upon Request
Hospital Admission Assistance	Unlimited	Upon Request
Locksmith Assistance	Unlimited	Upon Request
Emergency Message Relay Assistance	Unlimited	Upon Request
Carnapping Assistance	Unlimited	Upon Request
Program/Benefits Inquiry	Unlimited	Upon Request
Referral to Service Center	Unlimited	Upon Request
Legal Assistance	Unlimited	Upon Request
LTO Car Registration Assistance (Makati area only)	Unlimited	Upon Request
Directory Assistance for the contact details of LTO, MMDA and PNP	Unlimited	Upon Request
Traffic Information and Road Condition Assistance (Metro Manila only)	Unlimited	Upon Request

SHELL PARTNER EMERGENCY ROADSIDE SERVICE PROGRAM

TERMS AND CONDITIONS:

1. Shell Go+ Member can avail of the Emergency Roadside Service (“ERS”) program based on the coverage stated above.
2. To avail of the ERS offer, members must call the SHELL PARTNER 24/7 (+63 2 5318 8453) The Member or the authorized driver must be present and should be able to present his/her Membership Card on time of the availment.
3. Class 1 and 2 vehicles including, vans, light-duty reconditioned vehicles and 4-wheeled car for hire can avail of the ERS. (Taxi, Bus and Class 3 Heavy Duty Trucks are excluded in availing of the ERS)
4. SHELL PARTNER is NOT responsible for the cost of the tires, battery or any other part that may need replacement at the time of the on-site vehicle repair assistance.
5. SHELL PARTNER is not responsible for the cost of any additional administrative charges in subdivision, private used road, mall parking and toll fees along expressways and the like. This cost will be charged to the member in addition to any other costs that are outside of the benefits.
6. SHELL PARTNER ERS is available in Metro Manila and key cities and provinces nationwide National Capital Region (NCR)
 - Cordillera Autonomous Region: Abra, Apayao, Benguet, Ifugao, Kalinga and Mountain Province
 - Region I: Ilocos Norte, Ilocos Sur, La Union, Pangasinan
 - Region II: Cagayan, Isabela, Nueva Viscaya and Quirino
 - Region III: Aurora, Bataan, Olongapo, Zambales, Bulacan, Nueva Ecija, Tarlac, Pampanga

- Region IV-A: Cavite, Laguna, Batangas, Rizal, Quezon
- Region IV-B: Occidental Mindoro, Oriental Mindoro, Palawan
- Region V: Albay, Camarines Norte, Camarines Sur, Sorsogon
- Region VI: Aklan, Antique, Capiz, Iloilo City, Negros Occidental (Bacolod)
- Region VII: Tacloban City, Cebu, Bohol, Negros Oriental, Siquijor
- Region VIII: Butuan City
- Region X: Bukidnon, Misamis Occidental, Misamis Oriental, Cagayan De Oro City
- Region XI: Davao Del Norte, Davao Del Sur, Davao Oriental, Davao City
- Region XII: South Cotabato (General Santos City)
- Region XIII: Agusan Del Norte, Agusan Del Sur, Surigao Del Norte, Surigao Del Sur

SHELL PARTNER will accommodate filing of reimbursements (i.e. for excluded areas with no available service provider) provided the following requirements are met and that actual towing has been verified by SHELL PARTNER:

- With open case (client called the hotline to report the incident with SHELL PARTNER's reference number)
- Accomplished original Claim Form
- Valid ID
- Original Official Receipt of the service availed
- Valid Driver's License
- Actual photo of the stalled vehicle in the area
- Incident/traffic report from the local government authority

Submission of the above documents to SHELL PARTNER within sixty (60) days from the date of towing

Excluded Areas (where SHELL PARTNER does not have readily available providers but subject to reimbursement and initial call to the 24/7 dedicated telephone hotline and presentation of required documents to be filed out within sixty 60 days to SHELL PARTNER from date of towing service):

- Lanao del Norte (except Iligan City)
- Lanao del Sur
- North Cotabato
- South Cotabato
- Maguindanao
- Sultan Kudarat
- Sulu
- Tawi-Tawi
- Basilan
- Zamboanga del Norte
- Zamboanga del Sur
- Zamboanga Sibugay
- Compostela Valley
- Catanduanes
- Batanes
- Romblon

- Marinduque
 - Guimaras
 - Camiguin
 - Masbate
7. The nearest available truck will be dispatched but waiting time may vary for those covered areas where there are no tow trucks from SHELL PARTNER present or no third-party towing company available in the area.
 8. SHELL PARTNER reserves the right to disqualify the service request if the car registration is not up to date
 9. SHELL PARTNER does not have any control and shall not be responsible when there is an intervention by MMDA or other LGU accredited towing companies. SHELL PARTNER shall abide by the guidelines and procedures set by MMDA and other LGU accredited towing companies.

MMDA TOWING AND IMPOUNDING FAQs

1. What are the different kinds of tow trucks recognized by MMDA? There are 2 kinds of tow trucks in MMDA:
 - a. MMDA Road Emergency Group tow trucks – these are only allowed to tow stalled vehicles involved in accidents. The services of these trucks are free of charge.
 - b. MMDA-accredited tow trucks. To check the list of MMDA accredited towing companies, please refer to this link: <http://www.mmda.gov.ph/images/Home/Transport-and-Traffic-Management/MMDA-Accredited-Tow-Trucks-from-July-to-Sept-as-of-Sept.-2-2019.pdf>
2. Under which situations can MMDA trucks tow vehicles? Tow trucks can only tow the following vehicles –
 - a. stalled vehicles;
 - b. illegally parked vehicles; and
 - c. vehicles involved in accidents.
3. Where does MMDA bring the towed vehicles?
 - a. Tumana, Marikina City
 - b. HK Plaza Impounding
4. How does MMDA define stalled vehicles and illegally parked vehicles?

A stalled vehicle is a vehicle, which, for any cause (engine trouble, empty fuel tank, flat tire, among others) is unable to proceed under its own motive power on a public road, street or thoroughfare in Metro Manila. An illegally-parked vehicle refers to one which is parked in areas prohibited by existing law or ordinance for parking purposes or those designated by the MMDA and/or the local government units (LGUs) as NO PARKING areas or zones. The following are two (2) types of illegally-parked vehicles:

“Attended illegally parked vehicle” is an illegally parked vehicle whose driver is present or would appear at any time prior to the actual clamping to the tow truck and who is willing and able to move out the illegally parked vehicle without delay.

“Unattended illegally parked vehicle” is an illegally parked vehicle which does not fall under the definition of attended illegally parked vehicle.

5. Which areas are prohibited for parking?

- a. All national roads in Metro Manila.
- b. Primary and secondary roads of cities and municipalities in Metro Manila that are:
 - i. Within six (6) meters of any intersection or curved lane;
 - ii. Within four (4) meters of driveways or entrances to any fire station, hospital, clinic and other similar establishment; 4
 - iii. Within four (4) meters of fire hydrants;
 - iv. On the roadside of any legally parked vehicle;
 - v. On pedestrian crosswalks;
 - vi. In front of any authorized driveway;
 - vii. On the sidewalks, paths and alleys not intended for parking;
 - viii. At the foot or near bridges;
 - ix. At any place where official signs have been erected prohibiting parking and/or declared NO PARKING ZONE by the MMDA such as the Mabuhay Lanes. See attached link for reference:<http://www.mmda.gov.ph/images/pdf/Home/17-mabuhay-lanes.pdf>;
 - x. Other areas duly declared as “NO PARKING ZONE” provided by law or ordinances.

6. What’s the towing process for illegally parked vehicles?

If attended by a driver, illegally parked vehicles will NOT be towed but a ticket shall be issued by a traffic enforcer (or deputized HPG).

If the vehicle is unattended, the tow truck driver shall blow the truck’s horn five (5) times to alert the owner, then another five (5) times after one minute. If the driver does not respond up by then, the vehicle shall be towed and issued a ticket at the impounding area.

7. What should I do if my vehicle is stalled due to a flat tire?

Flat-tired vehicles must be moved to the emergency lane on its own, otherwise it will be towed. In either case, an OVR will be issued. Changing of flat tires on the roadway is not allowed.

8. What if my vehicle is stalled due to an empty fuel tank?

Stalled or illegally parked vehicles as a result of empty fuel tank may be towed to the nearest gasoline station. However, a towing fee will be paid to the tow truck in accordance with the number of kilometers from the point of origin to the gasoline station. A OVR shall also be issued to the driver.

9. What if my vehicle is stalled due to engine trouble?

Stalled or illegally parked vehicles as a result of engine trouble shall be towed if it cannot move on its own or if the driver refuses to move it. A TVR shall likewise be issued to the driver.

10. What is the process of towing an unattended vehicle?

If the vehicle is unattended, the tow truck driver shall blow the truck's horn five (5) times to alert the owner, then another five (5) times after one minute. If the owner does not respond, the vehicle will be towed. A notice shall be left/entrusted to any traffic officer on duty at the site, or to any responsible person who can give the notice to the owner. The impounding area where the said vehicle shall be towed and impounded should likewise be indicated.

11. Are the towing crew allowed to board an attended vehicle?

This is NOT allowed. If this happens when the driver is present, this must be taken note of and reported as a violation to the MMDA (136).

12. How much is the violation and towing fee?

Any driver who shall illegally park his motor vehicle on any public road, street or thoroughfare in Metro Manila shall pay a fine of:

- a. Attended illegally Parked Vehicle P 1,000.00
- b. Unattended illegally Parked Vehicle P 2,000.00
- c. Obstruction P 1,000.00

In addition, a standard towing fee shall be collected by both government and private entities subject to the following rates: Light vehicles (weighing less than 4,500 kgs) – P 1500 for the first 4 km plus P 200.00 for each succeeding kilometer up to the impounding area

Medium vehicles (weighing between 4501 kg and 7500 kg) – P 2500 for the first 4 km + P 200.00 for every succeeding km up to the impounding area

Heavy vehicles (weighing 7501 kg and above) P 4500 for the first 4 km + P 200.00 for every succeeding km up to the impounding area

In all cases, P 200.00 shall be charged per kilometer on top of the base fee measured from place of towing to the impounding area.

13. Who will be responsible for any damage/s obtained by the vehicle during the towing?

Take note that before the actual towing, the tow truck crew shall issue a Technical Inspection Report indicating the name of the owner, vehicle's plate number, type and color, including the accessories thereof, and a description of the vehicle's condition. The towing company/agency shall be held responsible for losses/damages incurred while towing the vehicle.

14. How do I know if my towing service is accredited by MMDA?

MMDA and those accredited towing services adhere to a strict protocol as mentioned in the procedures above. Motorists must make sure that the tow truck crew are wearing the prescribed uniforms and clearly display their ID cards. If unsure, they may call 136 or check <http://www.mmda.gov.ph/images/Home/Transport-and-Traffic-Management/MMDA-Accredited-Tow-Trucks-from-July-to-Sept-as-of-Sept-2-2019.pdf> for the list of accredited towing services.

MMDA is rigorous and thorough in its screening and accreditation of towing companies to ensure that motorists are properly responded to. For any complaints, motorists can report to the MMDA Facebook or Twitter page. For urgent matters, kindly call hotline 136.

Source: <https://www.mmda.gov.ph/20-faq/2085-towing-and-impounding-faq.html>