

CAA - Quebec

- **CAA phone #:** 888-746-1773
- **CAA email:** srum@caaquebec.com (All service request will be initiated through this email)
chloe.boisvert-bernier@caaquebec.com, lucy.marzilli@caaquebec.com
- **Email alias (client to TP):** caaquebec@transitpros.com
- **Services:** Towing, jump start, winch out, lockout, fuel delivery, tire services in the US.
 - **If delivery location provided is in Canada** – inform client we can only go as far as the border. Suggest we tow the unit to a border location so that CAA can then send a Canadian vendor to pick up from the border and tow into Canada.

Communications:

- **Intake:** Email or phone call from client rep
- **TP to client follow ups/updates:** Emails – update ETA and when on-scene, picked up and completed.

Coverage:

- **Cov. Type:** Listed in email
 - Full, Mileage or Dollar Amount
- **Cov. Limit:** Listed in email
 - Number of miles or dollar amount
- **Loaded Miles:** May be listed in email. If not, leave blank
- **PO:** "Call #"
- **If unit is pulling a trailer and only one call # provided:** Note the move and include trailer details in Step 2

Client Info:

- **PO:** "Call #"
- **Member ID:** Members 16-digit membership # (Clubs with our facility ID ending in 999 may not be able to provide-leave blank)
- **Facility ID:** Facility ID client has TP assigned under (make sure the client assigned matches this ID)
- **Special Instructions:** Reps name and any special instructions at intake.

If unit is pulling a trailer: Ask client rep for trailer coverage

- **Covered:** Confirm Secondary Asset coverage and obtain/enter call # for secondary asset on Step 1 (Secondary asset call # should be different than primary asset call #). *If AAA/ACG only provides one call #, the secondary asset is not covered.*
- **Not covered:** Enter Coverage as "None" for the secondary asset on Step 1

Step 2 –

- **Must verify all details and complete Step 2 with customer prior to dispatch.**
- **ALWAYS try to get photos when able.**
- **If member does not speak English:** Call CAA at 514-861-4417, option 9 then 2 then 5 for assistance in translating
- **If customer is not fully covered:** Inform we will call to collect any overages prior to dispatch – inform we accept Visa/Mastercard. Do not quote customer before making vendors calls.
- **If only disablement is flat / blown tire(s):** Offer tire delivery – Inform member they will pay for tire, mounting, parts and we will contact CAA to see if member is covered for the tire change cost / service call.
 - **If member agrees:** Update CAA, confirm tire change coverage
- **If customer requests a “mobile mechanic”:** Redirect to CAA
- **If unit is pulling a trailer but trailer was not disclosed on intake email:** Call CAA to determine coverage
 - **Covered under one call #:** Use same call # for both Primary & Secondary Asset’s and detail in special instructions
 - **Not covered:** Detail in Special Instruction
- **Coverage Limit Overages: Customer pays US dollars**
 - Mileage overage:
 - MD Auto - \$7 / mile (plus 3.5% cc fee)
 - MD RV - \$8 / mile (plus 3.5% cc fee)
 - HD Auto - \$8 / mile (plus 3.5% cc fee)
 - HD RV - \$9 / mile (plus 3.5% cc fee)
 - Diesel pusher - \$10 / mile (plus 3.5% cc fee)
 - Dollar amount:
 - Total vendor quote minus CAA covered dollar amount + \$150 (plus 3.5% cc fee)