

Agero Administrative Services FAQs

Q: What is the phone number for Agero Administrative Services?

888-WEX-TOWS (888-939-8697)

Q: What are the charges for the Roadside Program?

There are no additional program fees for using the Roadside Assistance Program. You only pay for the services you use. Agero providers charge \$72.00 for roadside assistance and \$90.00 for towing within 10 miles. Any mileage over 10 miles is charged at the rate of \$5 per mile. In that case, you would need to use another form of payment accepted by the provider (typically a major credit card) to cover the additional mileage and pay at the time the service is rendered.

Q: Are there limitations on the types of vehicle that can be towed by an Agero provider?

Providers can tow all self-propelled, four-wheel vehicles designed, licensed, and used for private on-road transportation and trucks with a carrying capacity of up to 2,000 pounds.

Q: How would I enable my cards to be used for Roadside Assistance transactions?

Both the Fuel Only and Custom Control Profiles offer the Roadside Assistance option. By logging in to your online account, you can select the Roadside Assistance option and set dollar limits on all your cards using Profile Manager. Although the minimum limit required is \$75, we recommend that you enter at least a \$100 limit to take advantage of the towing service.

Q: Will I be charged a fee if my driver is able to get the vehicle back on the road before the provider arrives to service the vehicle?

You will not be charged providing the driver calls Agero prior to leaving the location. If the driver leaves the location without notifying Agero, you will be charged for roadside assistance.

Q: How will a Roadside Assistance transaction appear on my reporting?

The transaction will be indicated as a Non-Fuel purchase. Each transaction will be listed with the vehicle, driver and odometer readings, as well as all other key transaction data.

Q: What if I already have arrangements for roadside services?

If you already have roadside services as part of a vehicle's warranty coverage or a contract with another provider, you still might want to select the Roadside Assistance option as an alternative in cases of emergency. You will need to communicate to your drivers that they should contact their primary roadside assistance provider first, since we will not be able to reimburse you if a driver contacts Agero in error.

Q: What if I want to have the vehicle towed to a service location of my choice?

Agero will not be able to fill your request if your preferred location does not participate in their network of providers. If your preferred service provider does not currently participate in the Agero network, we can work with them to see if they would like to join so you can use their services in the future.

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