



Ferrari Program Expectations

- Share GPS throughout the course of the rescue.
- Status should be updated in real time (Accepted, En Route, On Site, Completed).
- Install seat covers and provide any other interior protection needed.
- Photos of the vehicle should be taken at both the disablement and drop off locations to support the completed walkaround form.
- The walk around form should be signed by both the person with the vehicle at the disablement scene, if present, and the person accepting the vehicle at the drop off location. The walk around form must indicate any pre-existing damage to the vehicle at time of pickup.
- Necessary equipment should include go-jacks, skates, jump packs, and ramps.
- Customer should be placed in a safe location while loading the vehicle.
- Operators are responsible to ensure the customer does not assist with loading or unloading the vehicle. Should a customer insist on assisting the operator, operator must stop the towing process and contact Ferrari Roadside immediately.
- 8-point tie downs are required on all Ferrari transports.
- Rescue vehicles must be lettered with the company name. Trucks should be clean both inside and out.
- Operators should be in uniforms that include the company's name and the operator's name.
- Companies should always present themselves in a professional manner when interacting with customers.
- Assist center and customer must be notified of any change in promised ETA.
- Service provider must call **Allstate Roadside Support, 800-582-6626**, if they arrive on scene but are unable to rescue customer.