

# QUESTX ROADSIDE ASSISTANCE REIMBURSEMENT PROCESS



Questx is Rockford Mutual's "IN-NETWORK" Roadside Assistance Provider that is here to make sure your insured gets back on the road quickly after a disablement.

When your insured uses Questx Roadside Assistance, they **won't have to pay out of pocket** for roadside services (*within our network*). In the instance that your insured contacts a company other than Questx to handle their roadside emergency, coverage may still be provided. We'll walk you through how to submit a request for reimbursement from Questx.



## LIMITATIONS

\*If the insured does not call Questx and a different towing company is contacted, RMIC will **reimburse up to \$75.00 per occurrence**. The insured will be responsible for the remaining balance.



## WINDOW CLINGS AVAILABLE

We provide window clings and tags to remind your insured of their coverage, ask your Marketing Representative for more, if needed.

**ROADSIDE ASSISTANCE  
HOTLINE  
(855) 418-2340**

Press "1" for Roadside or  
"2" for Glass

## Receiving Reimbursement

Sometimes your insured may use a provider out of the Questx network - we understand, it happens! Questx will reimburse your insured for the cost of these services up to \$75.00. Please ensure that these fields are legible on your invoice before sending:

- Date
- Name
- Policy Number
- Insurance Company
- Vehicle Information
- Date of Invoice
- What Kind of Service
- Amount of Invoice
- Policy Limit

Once you have confirmed your invoice is legible for sending, submit your invoice to Questx using one of the following methods:

### Online (GLASS ONLY)



To use our online auto glass claim submission form, scan the QR code to your left, or visit [bit.ly/glassclaimRMIC](http://bit.ly/glassclaimRMIC). Simply fill out the form and attach the invoice to begin processing the reimbursement.

### Email

Towing: [QTSfaxreimbursements@nationsafedrivers.com](mailto:QTSfaxreimbursements@nationsafedrivers.com)  
Glass: [glassnetwork@nationsafedrivers.com](mailto:glassnetwork@nationsafedrivers.com)

### Fax

Towing: (888) 295 - 2531  
Glass: (989) 227 - 6231

### Mail

Questx Towing/Glass Services  
Attn: RMIC Tow/Glass Desk  
PO Box 68  
St. Johns, MI 48879

Reimbursements for claims will be issued and mailed to the named insured. Questx issues and mails all checks on a weekly basis.