



**MAILING ADDRESS**

P.O. Box 5011  
Visalia, CA. 93278-5011

**VISALIA OFFICES**

2300 W. Whitendale Ave.  
Visalia, CA 93277  
5222 W. Cypress Ave.  
Visalia, CA 93277

Open: Monday - Thursday 9:00 to 5:30  
Friday 9:00 to 6:00  
Drive-up Hours: 8:30 to 6:00 (at Whitendale only)  
Phone: (559) 732-8892  
Loan Info: (559) 737-5777  
TellerPhone (559) 737-5722  
FAX: (559) 737-5787

**PORTERVILLE OFFICE**

1389 W. Henderson Ave.  
Porterville, CA 93257

Open: Monday - Thursday 9:00 to 5:30  
Friday 9:00 to 6:00  
Phone: (559) 784-8892  
Loan Info: (559) 737-5777  
TellerPhone (559) 781-8643  
FAX: (559) 784-5807

**TULARE OFFICE**

1233 E. Prosperity Ave.  
Tulare, CA 93274

Open: Monday - Thursday 9:00 to 5:30  
Friday 9:00 to 6:00  
Phone: (559) 685-8892  
Loan Info: (559) 737-5777  
TellerPhone (559) 737-5722  
FAX: (559) 687-1968



VISA®



Roadside Dispatch

**Platinum, Secure, & Classic Visa  
PROGRAM DESCRIPTION**



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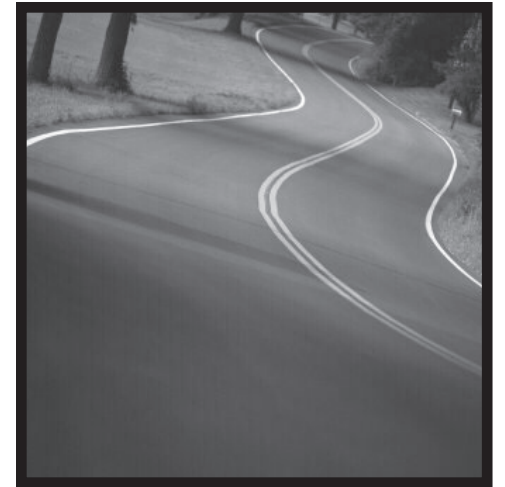
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PROGRAM DESCRIPTION**

**For Roadside Assistance, call  
1-800-Visa-TOW (1-800-847-2869)**

**What is Visa Roadside Dispatch?**

Visa Roadside Dispatch is a Pay-Per-Use Roadside Assistance Program expressly for Visa cardholders. The program provides you with security and convenience wherever your travels take you.

*No Membership Required. No Pre-Enrollment is Required. No Annual Dues. No Limit on Usage.*

**For \$59.95 per service call, the program provides:**

- Towing – Up to 5 miles included<sup>1</sup>
- (Tire Changing – must have good, inflated spare
- Jump Starting – battery boost
- Lockout Service (no key replacement)
- Fuel Delivery – up to 5 gallons (cost of fuel not included)
- Winching<sup>2</sup> (within 100 feet of paved or county maintained road only)

Roadside Dispatch will ask you where you are, what the problem is, and while we remain on the phone we will arrange a dispatch to a reliable tow operator or locksmith to provide help. (If you feel you are in an unsafe location – we will advise you to hang up and dial 911. If you are not able to dial 911, we will call the non-emergency police number in your area, and will remain on the phone with you at your request until the police arrive.) Not only will you not have to search for the name of a local tow operator, we may even save you money because our rates are pre-negotiated. All fees are conveniently billed to your Visa account.

Dependable Roadside Assistance, 24 hours a day, 7 days a week has never been easier. No membership or pre-enrollment is required. Just call us toll free when you need us:

**1-800-Visa-TOW - It's that easy!**

<sup>1</sup> Rates apply to vehicles up to one ton gross vehicle weight only. Customers must pay service provider for mileage over 5 miles. A secondary unit being towed behind is not included but can be accommodated for an additional fee.

<sup>2</sup> Additional fees may apply for winching services under certain circumstances.

**Note:** Service providers supplying emergency roadside assistance and towing are independent contractors and are solely liable for their services. Neither Visa nor Tucoemas Federal Credit Union shall have any responsibility or liability in connection with the rendering of the service. Emergency roadside assistance and towing may not be available in areas not regularly traveled, nor in other “off road” areas not accessible by ordinary towing vehicles. Weather conditions, time of day, and availability of service may affect assistance responses. Expectations for dispatch are set with the customer on every call, and an expected estimated time of arrival is provided to the customer regardless of their location; however, neither Visa nor Tucoemas Federal Credit Union provides any assurances as to the ability of the Service Provider to meet such estimates. You are responsible for any roadside assistance or towing charges incurred by facilities responding to your request even if you are not with your vehicle or your vehicle is gone upon their arrival. Services provided by United States Auto Club, Motoring Division, Inc. This program may be discontinued at any time without prior notice. Program void where prohibited.

*This coverage and description supersedes any coverage and description you may have received earlier. Please read and retain for your records.*

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