

The Happy Camper Standard Roadside Member Benefits Guide

Welcome to The Happy Camper Family!

At The Happy Camper, we're thrilled you're here. As a valued member of our roadside assistance program built specifically with today's adventurous travelers in mind, you now have access to reliable, industry-leading protection for your RV and vehicle, whenever and wherever you need it.

This digital Member Benefits Guide keeps your coverage details right at your fingertips. Whether you're traveling across the United States and Canada, help is just a phone call away. We're here 24/7 with experienced support and a national network of trusted service professionals.

Wherever your adventure takes you, we'll make sure you stay a Happy Camper.

Warm regards,

Dom Bookman


CEO, Happy Camper Group, Inc.


WHAT'S COVERED?

Enhanced Emergency Roadside Assistance – 24/7/365


Available anywhere in the U.S. and Canada.


You're covered for up to **\$100 per occurrence** with "Sign & Drive" service (no up-front payment required). Call **(855) 215-1933** for:


 **Towing** – For tire-related issues and mechanical breakdowns

 **Jump Starts** – For dead or weak batteries

 **Flat Tire Change** – Using your inflated spare

 **Fluid/Fuel Delivery** – (Fuel cost not included)

 **Lockout Assistance** – We'll send help to unlock your vehicle

 **Concierge Service** – Agent support to guide you to fuel, towing, food, or lodging

Lost or Damaged Key/Key Fob Replacement

If your RV or vehicle key/key fob is **lost, stolen, or damaged and won't work**, we'll repair or replace it—including reprogramming—up to the **annual coverage limit** listed in your contract.

We cover:

- OEM-equivalent or similar keys/fobs
- All programming and installation costs (when approved)
- "Like kind and quality" replacements as available

Exclusions:

- Replacement without prior authorization
- Valet keys, aftermarket remotes (e.g., remote start)
- Lost keys outside the U.S. or Canada
- Keys not provided at unit delivery
- Pre-existing issues or vehicles marked as salvaged, off-road, or commercial use
- Call **(877) 705-4001** for approval **before** purchasing or replacing your key.

HOW TO REQUEST SERVICE

For Roadside Assistance:

- Call 24/7: (855) 215-1933

For Key Replacement Claims:

- **Start a claim online:**
- claims.portfolioco.com
- proclaims@portfolioco.com
- (877) 705-4001

When filing a claim, please have the following handy:

- Photos of the issue (if applicable)
- Signed invoice
- Proof of loss
- Any additional documentation as requested



CONTRACT TERMS & CONDITIONS

- **Coverage Term:** Begins on your contract sale date, valid for the term listed on your plan
- **No Deductibles** on any claims
- **Annual Key Replacement Limit:** Based on your selected plan

Not Insurance: This is a service contract administered by **Portfolio Services Limited, Inc.**, not an insurance policy



TRANSFERS & CANCELLATIONS

- **Transferable** to a private buyer if you sell your RV (fee applies)
- **Cancellable** anytime (full refund within 60 days if unused; pro-rated after)
- See contract or call **(833) 823-4500** for full terms or to initiate



LEGAL AND STATE INFO

- This agreement includes **arbitration** provisions that may affect your legal rights, depending on your state.
- Your provider's obligations are insured by:

Plateau Casualty Insurance Company

- 2701 N. Main Street, Crossville, TN 38555
- (800) 752-8328 (for unresolved claims)

Refer to your contract's **State Provisions** for state-specific details.



IMPORTANT EXCLUSIONS

The Happy Camper Roadside Assistance **does not** cover:

- Commercial vehicles, exotic or marine units
- Pre-existing conditions or total-loss units
- Towing due to accidents, impoundments, or law violations
- Off-road recovery, snow chains, or tire repair
- Replacement of aftermarket accessories (e.g., remote starts)



STAY ADVENTURE-READY

We're here to make sure you're always prepared for the unexpected. Your membership is more than roadside support—it's travel confidence, key protection, and peace of mind in one complete package.

- Save this guide on your phone or print a copy for the glove box
- Questions? Reach out anytime
- **Customer Support:** (877) 705-4001

