

SHELL GO+ MEMBER EXCLUSIVE: FREE EMERGENCY ROADSIDE ASSISTANCE

Updated as of January 06, 2025

Benefits Mechanics

- This benefit is open to all Shell Go+ Private members and Grab members with an active standing.
- To qualify for this benefit, the member must maintain the following minimum liters purchased from the previous month: 100 Liters for Shell Go+ Private members and 200 Liters for Grab members
- All qualified Shell Go+ members are entitled to 24/7 emergency roadside assistance to be carried out by our partner, covering the following services: Towing Services, Basic Assistance Services, Personal Assistance Services, Medical Assistance Services, 24/7 Information Services.
- Member may visit <https://www.shell.com.ph/freeroadsideassistance> for the full details of the emergency roadside assistance coverage.
- To avail of this benefit, simply dial Shell dedicated hotline +63 2 5318 8453 (Landline), +63 917 137 9350 (Globe), or +63 947 992 5091 (Smart)
- Upon calling the hotline, the Shell Go+ member will be required to share the following details:
 - Name of the Shell Go+ member as reflected in the mobile app, Shell Go+ Account Number, Location,
 - Vehicle Description (vehicle model and make, plate number or conduction sticker number)
 - Emergency Service Needed
- The Shell Go+ member will be required to present their Shell Go+ Physical Card or Digital Card and a Valid Government ID matching the details found in the Shell Go+ account as a verification step upon the arrival of our roadside assistance partner.
- Class 1 and 2 vehicles including, vans, light-duty reconditioned vehicles and 4-wheeled car for hire can avail of the benefit (taxi, bus, class 3 heavy duty vehicles, and vehicles used for professional/commercial purposes are excluded in availing of the benefit).
- If the expense is higher than the guaranteed limit, the excess will be for the account of the member.
- Any benefit granted under the Shell Go+ program are provided by a third party pursuant to a contract with Shell, Shell shall not be liable for any breach committed or injury caused by said third party.
- The benefit shall have no cash or monetary value and cannot be exchanged for cash.
- Shell and/or the facilitating partner has the right to refuse the claim of a member if it has incomplete requirements, and if the member is not abiding to the conditions of the roadside assistance
- Shell Go+ Terms and Conditions apply.

Coverage of the Emergency Roadside Assistance Benefit

SERVICE	LIMIT	OCCURRENCE
Emergency Towing Assistance	PHP 5,000.00	per event
Crane Services	PHP 10,000.00	per event
Minor Onsite Repairs	PHP 5,000.00	per event
Change of Flat Tire	PHP 5,000.00	per event
Battery Boosting	PHP 5,000.00	per event
Emergency Fuel Delivery (Cost of Fuel Not Included)	PHP 5,000.00	per event
Continuation of Journey	PHP 2,000.00	per year
Hotel Accommodation	PHP 2,000.00	per year
Return of the Driver	PHP 1,000.00	per year
Ambulance Assistance in key cities nationwide	PHP 5,000.00	per year

*avallment limit of roadside assistance has a maximum limit of above rates or 3 events.

SERVICE	LIMIT	OCCURRENCE
Hospital Admission Assistance	Unlimited	Upon Request
Assistance in the repatriation of Mortal Remains	Unlimited	Upon Request
Hospital Admission Assistance	Unlimited	Upon Request
Locksmith Assistance	Unlimited	Upon Request
Emergency Message Relay Assistance	Unlimited	Upon Request
Carnapping Assistance	Unlimited	Upon Request
Program/Benefits Inquiry	Unlimited	Upon Request
Referral to Service Center	Unlimited	Upon Request
Legal Assistance	Unlimited	Upon Request
LTO Car Registration Assistance (Makati area only)	Unlimited	Upon Request
Directory Assistance for the contact details of LTO, MMDA and PNP	Unlimited	Upon Request
Traffic Information and Road Condition Assistance (Metro Manila only)	Unlimited	Upon Request

Emergency Roadside Assistance Details

1. Shell Go+ member can avail of the emergency roadside assistance program based on the coverage stated above.
2. Shell Partner will NOT be responsible for the cost of the tires, battery, or any other part that may need replacement at the time of the on-site vehicle repair assistance.
3. Shell Partner will NOT be responsible for the cost of any additional administrative charges in subdivision, private use road, mall parking, and toll fees along expressways and the like. This cost will be charged to the Shell Go+ member in addition to any other costs that are outside of the benefits.
4. Shell Partner benefit is available in the following areas:
 - a. National Capital Region (NCR)
 - b. Cordillera Autonomous Region: Abra, Apayao, Benguet, Ifugao, Kalinga and Mountain Province
 - c. Region I: Ilocos Norte, Ilocos Sur, La Union, Pangasinan
 - d. Region II: Cagayan, Isabela, Nueva Viscaya and Quirino
 - e. Region III: Aurora, Bataan, Olongapo, Zambales, Bulacan, Nueva Ecija, Tarlac, Pampanga
 - f. Region IV -A: Cavite, Laguna, Batangas, Rizal, Quezon
 - g. Region IV – B: Occidental Mindoro, Oriental Mindoro, Palawan
 - h. Region V: Albay, Camarines Norte, Camarines Sur, Sorsogon
 - i. Region VI: Aklan, Antique, Capiz, Iloilo City, Negros Occidental - (Bacolod)
 - j. Region VII: Tacloban City, Cebu, Bohol, Negros Oriental
 - k. Region X: Bukidnon, Misamis Occidental, Misamis Oriental, Cagayan De Oro City
 - l. Region XI: Davao del Norte, Davao Del Sur, Davao Oriental, Davao City
 - m. Region XII: South Cotabato - (General Santos City)
 - n. Region XIII: Agusan Del Norte, Agusan Del Sur, Surigao Del Norte, Surigao Del Sur
5. Shell Partner benefit is not available in the following areas:
 - a. Lanao del Norte (Except Iligan City)
 - b. Lanao del Sur
 - c. North Cotabato
 - d. South Cotabato (Except General Santos City)
 - e. Maguindanao
 - f. Sultan Kudarat
 - g. Sulu
 - h. Tawi-Tawi
 - i. Basilan
 - j. Zamboanga del Norte

- k. Zamboanga del Sur (Except Zamboanga City)
- l. Zamboanga Sibugay
- m. Compostela Valley
- n. Catanduanes
- o. Masbate
- p. Samar (Island)
- q. Sarangani
- r. Batanes (Island)
- s. Romblon (Island)
- t. Marinduque
- u. Guimaras
- v. Camiguin
- w. Siquijor