

HIGHWAY ASSISTANCE

**Commerce**  
**INSURANCE**<sup>SM</sup>  
The Commerce Insurance Company  a MAPFRE company



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**Luisa Paiewonsky**  
Commissioner  
Massachusetts Highway Department  
10 Park Plaza  
Boston, MA 02116-3973

The Massachusetts Highway Department in partnership with Commerce Insurance and AAA Clubs of Massachusetts sponsor the Highway Assistance Program. A fleet of more than 25 patrol vehicles provide roadside assistance to stranded motorists. Started in 1993, this program has proven to be highly successful at improving highway safety and reducing traffic congestion. Since 2004, Highway Assistance vehicles have responded to nearly 40,000 incidents annually.

**Commonly Asked Questions:**

**How much will this service cost me?**

This is a free service covering 332 miles of the state's major highways and roads.

**Why was the name changed from CaresVan to Highway Assistance?**

To more accurately reflect the services provided by these vehicles.

**What services do you offer?**

Whatever is necessary to get you and your vehicle to the safest location possible.

**Can you tow my vehicle to my repair center?**

We are not a towing service, but will move your vehicle to a safe location. If you are a AAA member, contact AAA to coordinate any necessary towing services.

**What areas do you cover?**

The major Central and Eastern Massachusetts highways, not including the Massachusetts Turnpike.

Your Commerce Insurance Highway Assistance Program driver's name is,

Please take the time to complete the following survey. Thank you.

Route # \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

How long did you wait for the Commerce Insurance Highway Assistance Van?  < 10 min.  < 30 min.  >30 min.

Was your Commerce Insurance Highway Assistance driver professional, courteous and helpful?  Yes  No

Was your Commerce Insurance Highway Assistance driver able to make your car operable?  Yes  No

If not, was a tow truck requested.  Yes  No

Overall, how would you rate this.  Excellent  Good  Poor

Additional comments:

Stay Com. You're covered with **Commerce** INSURANCE  
The Commerce Insurance Company is a licensed company.