

SnoopDrive FAQ items

DRIVECLUB

How does SnoopDrive's DriveClub membership work?

SnoopDrive's DriveClub membership includes valuable benefits that are available to all DriveClub members. These benefits apply to the vehicle you select for coverage when you enroll.

These membership benefits include:

- Car wash (monthly)
- Oil change (annual)
- Cash back on gas
- Discounts on parking
- Discounts on roadside
- Multi-point inspection
- \$100 auto glass coverage (for windshield and smash-and-grab window repair)
- Vehicle maintenance plan

DriveClub membership benefits are easy to use. **Please note: All DriveClub membership benefits are accessed and must be redeemed through the SnoopDrive customer portal.**

SnoopDrive also offers other types of auto protection, with benefits that also apply to the vehicle selected at the time of enrollment. Availability and other details of these auto protection products are based on your specific vehicle. These products include:

- Breakdown coverage (extended warranty or vehicle service contract)
 - Vehicle mishap coverage (cosmetic and safety)
-

How does the car wash benefit for my DriveClub membership work?

Each month your DriveClub car wash benefit provides a credit toward a car wash of up to \$10. This credit can be used at any of 19,000 participating (average price: \$8) or full-service (prices vary) car washes.

- To access member pricing, download the app in the SnoopDrive customer portal.
You must download the app in the customer portal to receive this benefit.
 - In the app, enter your ZIP code or address to find participating shops and discounts.
 - Select the car wash and receive a code or barcode, depending on the facility.
 - Use that code or barcode at the shop to receive your credit.
-

How does the oil change benefit for my DriveClub membership work?

Your DriveClub oil change benefit covers up to \$100 for one oil change annually, redeemable after 90 days of DriveClub membership.

- Once you're eligible, select the oil change link in your SnoopDrive customer portal and enter your ZIP code or address to find the nearest of 20,000 participating shops.
 - Select a shop and book your appointment online.
 - There's no need to make a payment – the shop will be paid directly by SnoopDrive up to \$100 per annual oil change.
-

How does the gas cash back benefit for my DriveClub membership work?

DriveClub members receive up to 40 cents off per gallon of gas at about 60,000 in-network gas stations across the United States (the amount of discount will vary by service station).

- To access member pricing, download the app in the SnoopDrive customer portal.

You must download the app in the customer portal to receive this benefit.

- In the app, enter your ZIP code or address to find participating gas stations.
 - Link your payment card to the app and receive cash back monthly on all gas purchases made using the app.
-

How does the parking discount benefit for my DriveClub membership work?

DriveClub members can reserve heavily discounted metro, event, and airport parking spaces at 20,000 parking locations.

- To access member pricing, download the app in the SnoopDrive customer portal.

You must download the app in the customer portal to receive this benefit.

- In the app, enter your ZIP code or address to find participating parking locations.
-

How does the roadside benefit for my DriveClub membership work?

DriveClub members receive a 10% discount at checkout for the following common roadside services:

- Towing
- Fuel delivery (up to two gallons)
- Battery jumpstart
- Auto lockout
- Flat tire change
- Winch out

Here's how it works:

- To access member pricing, download the app in the SnoopDrive customer portal.

You must download the app in the customer portal to receive this benefit.

- The roadside discount is **only** available for dispatches created through the app, so it's important to use the app when you request service.
 - You'll need to provide your VIN, which must match the VIN in your profile.
-

How does the multi-point inspection benefit for my DriveClub membership work?

DriveClub members receive a free annual multi-point vehicle inspection at any of more than 3,000 participating locations, using a network of preferred maintenance and repair shops.

- To access this benefit, download the app in the SnoopDrive customer portal.
You must download the app in the customer portal to receive this benefit.
- In the app, enter your ZIP code or address to find participating locations.
- A toll-free number is provided to book an appointment.
- A technician will do a visual inspection and conduct tests to ensure that your vehicle is functioning properly.
- Inspections cover tires and brakes, interior and exterior, under-the-hood and under-the-vehicle components.
- DriveClub members will receive a report of the inspected items along with any recommendations for service and repair to the vehicle. Note: Any additional fee-based diagnostics or repair services will **not** begin without your approval.

This inspection is available once per enrolled vehicle per twelve months of membership.

How does the \$100 auto glass coverage for my DriveClub membership work?

DriveClub members receive \$100 in reimbursement toward any auto glass repair or replacement, including windshield or smash-and-grab repairs.

- To access this benefit, download the app in the SnoopDrive customer portal.
You must download the app in the customer portal to receive this reimbursement.
-

How does the vehicle maintenance plan benefit my DriveClub membership work?

DriveClub members get access to discounts from 20,000 shops and thousands of services in their area through the SnoopDrive customer portal. You can compare service professionals, get multiple price estimates up front, schedule service online, and save an average of 25% on services.

Can I cancel my DriveClub membership?

Your DriveClub membership can be canceled at any time. Cancellation will take effect in about 7 to 15 days based on your payment deduction date.
