



FREQUENTLY ASKED QUESTIONS

What services can I avail from the 24/7 roadside assistance?

The following services are available for Toyota Mastercard cardholders with Petron Value Cards through Ibero Asistencia:

1. Vehicle Assistance

Towing service of up to P3,000 (3 incidents per year)

Note: A Petron Value Card member needs at least P3,500 spend at Petron the previous month using their Petron Value Card to avail of the free towing service

2. Minor on-site repair

- Fuel delivery (cost of fuel to be shouldered by the Cardholder)
- Battery boosting/Jumpstarting
- Locksmith service
- Tire replacement (replacement tire/s to be provided by the Cardholder)

3. Personal Assistance

- Arrangement of ambulance assistance
- LTO registration assistance

4. 24-hour information service (service available in Metro Manila only)

- 24/7 traffic information and road condition
- Emergency numbers (police, hospitals, fire station, etc.)
- Nearest Petron Service Stations
- Weather information

To avail of the 24/7 roadside assistance, Toyota Mastercard cardholders must present an active Petron Value Card.

What are the restrictions on the roadside assistance provided by Ibero Asistencia?

1. The vehicle must not be used for public transportation of persons or merchandise, for hire with or without a driver.
2. The vehicle must not exceed 3,500 kilograms in weight.
3. The vehicle must not be more than fifteen (15) years old.

What is the geographical coverage of the vehicle assistance, minor on-site repair and personal assistance services offered by Ibero Asistencia?

Ibero Asistencia offers nationwide coverage nationwide for the above-mentioned services with the exception of Lanao del Norte, Lanao del Sur, North Cotabato, South Cotabato, Zamboanga del Norte, Zamboanga del Sur, Maguindanao, Sultan Kudarat, Sulu, Tawi-Tawi and Basilan.

How can I avail and what number do I call to avail of the 24/7 roadside assistance?

Just follow these simple steps to avail of any of the above services:

1. Call Ibero Asistencia at 8-459-4735.
2. Give your name and Petron Value Card account number and the service you want to avail.
3. Present your Petron Value Card upon arrival of the Ibero Asistencia representative.