



Roadside Assistance Membership Update

(Transfer Membership from Norstar to Customer Name)

Overview

Your trailer roadside assistance membership is initially registered under Norstar. To ensure fast and accurate service when you need roadside assistance, you must update the membership to your name. Failure to update may result in delays in receiving service.

Steps to Update Your Membership

Step 1: Gather Required Information

Have the following details available from your membership contract:

- First Name
- Last Name
- Home Address
- Phone Number
- Purchase Date
- Membership Number (last 8 digits of your trailer VIN)

Step 2: Submit Your Information

Email the above information to: Christine Bellone christine.bellone@trx-now.com

Step 3: Confirmation

Once processed, your roadside assistance membership will be updated to your name.

Important Notes

- Membership is tied to your trailer VIN (last 8 digits).
- Updating your information allows dispatch to locate your account quickly.
- Ensure all information is accurate to prevent delays during emergencies

The program is simple to use:

- ☑ Register your new Iron Bull Trailer online at www.norstarcompany.com
- ☑ Have VIN no. available (found on trailer)
- ☑ Call our toll-free 24/7 dispatch line at 1-888-399-0327. A service provider will assist in locating a service provider.

Note: The coverage limit is \$2000.00 USD. If for some reason the dispatcher has issues verifying your account or providing services, Norstar also offers a reimbursement program. Please keep any receipts and notate the VIN of your trailer on the receipts and send them to us at customerservice@norstarcompany.com, along with your name, address, and phone number. Norstar will send out reimbursement in 6-8 weeks.