MEMBERSHIP INFORMATION

This Member Guide describes your AAA Alabama member benefits. All members are entitled to receive AAA Classic benefits. Members who have paid the AAA Plus, AAA Plus RV, AAA Premier, or AAA Premier RV dues are entitled to receive the AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV benefits, as applicable, beginning seven (7) days after receipt of dues payment.

This Member Guide replaces any Member Guide issued prior to May 2013.

AAA Alabama Membership

In this Member Guide, AAA Alabama refers to Alabama Motorists Association, Inc. All applications and renewals are subject to approval and acceptance by AAA Alabama. If at any time during the membership year you decide that AAA Alabama membership is not for you, we will give you a prorated refund of your membership dues, exclusive of the new member admission fee. Membership eligibility, dues, fees, services and benefits are subject to change without notice. Returned checks and returned electronic payments may be represented electronically for payment. Each returned check and returned electronic payment is subject to a returned payment fee. For returned electronic payments, this fee may be debited electronically.

AAA Alabama Primary and Associate Memberships

The first membership in your household is the Primary Membership. An Adult Associate must be an adult who resides in your household. There is a limit of one Adult Associate per household. Dependent Associates must be your dependent children between the ages of 15 and 23 years old who either live in your household or are full-time college students away at school. Birth dates must be provided for all members. Adult and Dependent Associates enjoy the same membership benefits as Primary Members. Primary Members are responsible for the conduct and the service demands of their Associates. An individual may only have one membership.

AAA Auto Pay

If you elect to sign up for the AAA Auto Pay program, your credit or debit card will automatically be billed each year for your annual membership dues then in effect. Each year before your membership expires, we’ll send a statement of your current services and renewal dues amount. You may cancel AAA Auto Pay at any time by contacting AAA Alabama. Unless you contact us to make changes to or cancel AAA Auto Pay, AAA Alabama will automatically renew your Membership and charge the dues shown on your statement to your credit/debit card on file approximately 10-15 days prior to your renewal date.

If your VISA/MasterCard credit/debit card issuing bank participates in the Card Account Updater program, unless you opt out of the service with your issuing bank, we may receive updated credit/debit card account number and/or expiration date for the card information you have previously provided us. We will update our files and use the new information when we bill you for your annual membership dues. We won’t receive updated information if your account has been closed.

Membership Benefits to be Discontinued

Auto Theft Protection for members will be discontinued effective September 1, 2013. Only eligible reward claims for incidents occurring prior to September 1, 2013 will be accepted. Reimbursement for certain legal fees pertaining to qualifying motor vehicle law violations, pedestrian injuries or damage claims will be discontinued effective September 1, 2013. Such reimbursement requests must be made prior to September 1, 2013 and within 60 days of payment of fees by the member. The Trip Protect Benefit for Classic and Plus Members that reimburses certain unexpected expenses following an eligible auto collision will be discontinued. Contact the nearest AAA branch office for filing instructions for eligible claims for an accident occurring prior to September 1, 2013. The Bail Bond Benefit and Guaranteed Arrest Bond Benefit for qualifying motor vehicle law violations will be discontinued effective September 1, 2013. Other upcoming changes to benefits are noted elsewhere in this Member Guide. Contact your nearest AAA Alabama branch office for more information.

ROADSIDE ASSISTANCE

Roadside Assistance

Calls placed to our 24-hour call centers may be recorded to increase our ability to monitor the quality of service and assist in addressing member concerns.

When calling for service, be prepared to provide:

• Your name and AAA membership number
• Telephone number from which you are calling
• The exact location of your vehicle and nearest cross streets
• Make, model, year, color and license plate number of the vehicle
• Nature of the trouble

If you should no longer need service after you request it, please call back and cancel your service request.

A SAFETY MESSAGE

If you are concerned for your safety or for the safety of others, tell the AAA service representative or the AAA Roadside Assistance Contractor. Procedures have been established to assist members in certain situations.

When calling for Roadside Assistance, it is very important to give an accurate location for you and your vehicle. If you are unsure of the vehicle’s location, or you prefer not to remain with your vehicle, advise the service representative, who will work with you to establish a mutually agreeable location for the service driver to meet you. Accept service only from AAA Roadside Assistance Contractors that display the AAA emblem.

YOUR AAA MEMBERSHIP CARD IS YOUR KEY TO SERVICE

To receive Roadside Assistance, you must meet the following conditions:

• Your membership dues must be paid in full.
• You must be with the car to receive service and have your current AAA membership card and driver’s license or photo I.D. to identify you.
• You must be either the driver of or a passenger in the vehicle at the time of breakdown. The condition of the car for which service is requested must be one that prevents you from starting, continuing or completing your trip in that car.
• You must not have had four or more Roadside Assistance service calls or reimbursements at AAA expense during your current membership year. (Note: See Allowable Roadside Assistance Calls next page.)

Call: 1.800.521.8124 • Click: AAA.com • Visit: Your Local AAA Alabama Branch
Service is available only to the person named on the membership card. AAA membership services are not transferable to other people, and Roadside Assistance services are not provided to non-members, even if they are driving the member’s vehicle. Eligible household members can be added as AAA Associate members, for an additional fee, to receive full AAA membership benefits and Roadside Assistance services.

Unless a valid AAA membership card and identification are presented at the time of service, you will be expected to pay for the service provided at commercial rates.

If a member is injured in an automobile collision, the AAA Roadside Assistance Contractor, when requested, will take possession of the vehicle and hold it until receiving instructions from the member. Any storage fees will be the responsibility of the member.

ALLOWABLE ROADSIDE ASSISTANCE CALLS

Each AAA Alabama card holder is entitled to four (4) Roadside Assistance service calls or reimbursements per membership year at no charge, provided the calls meet the conditions described in this Member Guide. After a member has reached the fourth call or reimbursement in a membership year, additional Roadside Assistance service requests will be provided on a C.O.D. basis, with all charges payable by the member directly to the AAA Roadside Assistance Contractor at the time of service. AAA Alabama will not reimburse for C.O.D. calls. In the event that service is rendered by AAA Alabama after the fourth call or reimbursement in a membership year, there will be a service charge. If a cardholder has an unpaid service charge balance and contacts AAA Alabama for Roadside Assistance service, AAA Alabama may require immediate payment of both the unpaid balance and the service charge for the current service call before providing service. The nonpayment of a service charge may result in cancellation of membership.

Roadside Assistance is not intended as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA Alabama cannot render service repeatedly to a vehicle in need of repair.

AAA PLUS RV and AAA PREMIER RV ROADSIDE ASSISTANCE BENEFITS

With AAA Plus RV or AAA Premier RV, in addition to receiving all the benefits of AAA Plus or AAA Premier, respectively, your towing, extrication/winching and tire change benefits are extended to Recreational Vehicles (RVs), including motorcycles, as defined in the “ELIGIBLE VEHICLES” section below. The towing, extrication/winching and tire change services are otherwise excluded for RVs for Classic, AAA Plus and AAA Premier members. The 200 driving mile tow for Premier members does not apply to RVs. Members who have paid the AAA Plus RV or AAA Premier RV dues are entitled to receive the AAA Plus RV or AAA Premier RV benefits, as applicable, beginning seven days after receipt of dues payment.

MINOR MECHANICAL FIRST AID

When it is safe, minor repairs may be attempted at the scene to place the vehicle in a drivable condition. These repairs cannot be guaranteed, and members should immediately proceed to a repair facility to consult a mechanic. AAA Alabama cannot guarantee the availability of repairs. The AAA Alabama service representative or the AAA Roadside Assistance Contractor can assist you in locating a local AAA Approved Auto Repair facility, upon request.

FLAT TIRE SERVICE

If the vehicle’s spare tire is inflated and serviceable, it will be installed to replace a flat tire. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit.

BATTERY JUMP START

If your vehicle’s battery is dead, the AAA Roadside Assistance Contractor will attempt to jump-start your vehicle. If it cannot be started, towing will be provided under the towing benefit.

AAA BATTERY SERVICE

AAA Battery Service is a mobile battery testing and replacement service. In areas where the service is available, a AAA Battery Service technician will test and assess the vehicle’s battery and charging system. If the existing battery fails the test and the member would like to have the battery replaced, the technician will install a new battery, if available, that meets or exceeds the vehicle’s original specifications. If the member purchases a battery, the service call will not count as one of the member’s four entitled service calls per membership year. All batteries come with a 72 month limited warranty with a 36 month free replacement period valid in the U.S. and Canada. AAA Battery Service is generally provided by independent contractors and is only available in select areas, during select hours. Batteries and battery warranties are provided by independent suppliers. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply.

AAA Premier members will receive a $10 discount off the purchase of a battery. Members must request and/or schedule battery service by calling AAA. (Effective September 1, 2013, the $10 discount will no longer be available.)

EMERGENCY FUEL DELIVERY

If your vehicle runs out of fuel, a limited supply will be delivered, if available, to enable you to reach the nearest gas station. AAA Classic members will be charged for the fuel. Diesel fuel must be requested when you call for service and may not always be available. It may not be possible to provide a particular brand or grade of fuel and fuel will not be provided for portable or onboard generators, any type of boat engine, snowmobile, or jet ski. In some cases, your vehicle may have to be towed if it runs out of fuel. AAA Plus and AAA Premier members will receive a sufficient amount of fuel to reach the nearest gas station at no cost.

EXTRICATION/WINCHING SERVICE

If your vehicle becomes stuck, one normally equipped service vehicle and one driver will be provided to extricate or winch your vehicle when it can be safely reached from a normally traveled road or established thoroughfare. Extrication of vehicles parked on streets,
driveways, parking lots or alleys which are snowbound or flooded is not covered under AAA membership. Service does not include shoveling snow from around a vehicle or cleaning a road or driveway is not provided. If special equipment, more than one service vehicle or more than one person is required, the associated costs may be at your expense. **AAA Plus and AAA Premier members will be provided up to two drivers and two service vehicles, if needed, at no additional charge.** For extrication or winching of an RV or motorcycle, only members with **AAA Plus RV or AAA Premier RV** will be provided up to two drivers and two service vehicles, if needed, at no additional charge.

**VEHICLE LOCKOUT AND LOCKSMITH SERVICE**

When the keys are locked inside the vehicle, the AAA Roadside Assistance Contractor will attempt to gain entry. If this attempt is not successful and the services of a vehicle locksmith are required to gain entry or to replace lost or broken keys, locksmith service up to $50 in parts and labor will be provided for **AAA Classic** members. **AAA Plus** members receive up to $100 in parts and labor for these locksmith services, and **AAA Premier** members receive up to $150 in parts and labor for these locksmith services. If a vehicle locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit. For **AAA Classic** members, the maximum locksmith service benefit increases to $60 for parts and labor for services rendered on or after September 1, 2013.

**TOWING SERVICE**

When a vehicle cannot be started or safely driven due to a breakdown, accident or other covered vehicle disablement, the vehicle can be towed, at no charge to the member, to the **AAA Roadside Assistance Contractor’s facility**. Not all **AAA Roadside Assistance Contractors** perform repairs at their facilities. If you choose to have the vehicle towed to a location other than the **AAA Roadside Assistance Contractor’s facility**, it will be towed without charge to a destination of your choice that is up to three (3) driving miles in any direction from the point of breakdown for **AAA Classic** members.

**AAA Plus RV membership** provides towing to any destination of your choice within 100 driving miles per disablement. With **AAA Premier**, you can use one (1) Roadside Assistance service call per household per membership year for a tow of up to 200 driving miles, and the remaining service calls for tows of up to 100 driving miles per disablement.

**AAA Plus RV and AAA Premier RV** provide for towing of an RV to any destination of your choice within 100 driving miles of the disablement. In the event the RV is disabled while pulling an eligible trailer, including fifth wheel trailers, a tow will be provided for the disabled vehicle and the trailer. The 200 driving mile tow provided by **AAA Premier** does not apply to RVs. A long distance tow under **AAA Plus**, **AAA Plus RV**, **AAA Premier** or **AAA Premier RV** may have to be deferred to a time when the contractor can make the tow without affecting the normal Roadside Service provided.

The member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described above is at the member’s expense and may be subject to delay.

**RENTAL CAR BENEFITS**

(In Conjunction with an authorized Roadside Assistance Tow in Alabama which is one of the four allowable service calls per member per membership year)

A member whose car is being towed and who needs a rental car in Alabama can get a replacement vehicle at a discounted rate from a **AAA Alabama preferred rental car provider**. You will need to present your AAA membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions, including age restrictions, apply. Rental cars are subject to availability. Rental fee is subject to change.

If you are a **AAA Plus member** whose car is being towed and you need a rental car in Alabama, we will arrange for you to get a complimentary one car class upgrade in addition to the **AAA Plus** discounted rental rate from a participating **AAA Alabama preferred rental car provider location**. If the one car class upgrade vehicle is not available, the **AAA Plus member** will receive the next higher car class, subject to availability.

If you are a **AAA Premier member** whose car is being towed and you need a rental car in Alabama, we will arrange for you to get a standard class or equivalent rental car for one (1) day, at no charge, from a **AAA Alabama preferred rental car provider**. Rental must be arranged by **AAA Alabama**. Each **AAA Premier member** is entitled to one (1) complimentary one-day standard class or equivalent rental car per membership year. The **AAA Premier member** has up to 48 hours from the time of the tow to call **AAA Alabama** and request the one-day complimentary rental car. **AAA Premier members** are responsible for subsequent days rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees or taxes. Once the one-day complimentary rental car benefit has been used, **AAA Premier members** are entitled to the **AAA Plus** discounted rental car rates and complimentary one-car-class upgrade described above. The complimentary one-car-class upgrade may not be used in combination with the one-day complimentary rental car benefit.

All rental car benefits described above are valid in Alabama only. Service must be provided by the rental car provider arranged through **AAA Alabama**. Rental car benefits must be used in conjunction with an authorized tow which is one of the four (4) allowable Roadside Assistance calls per member per membership year.

**RIDE ASSIST**

If you are a **AAA Premier member** and have an accident or breakdown, a **AAA Alabama representative** can help you make rental car or other transportation arrangements.

**ACCIDENT ASSIST**

**AAA Premier members** can receive verbal assistance at the time of an accident or breakdown. When you call for Roadside Assistance, a **AAA Alabama representative** can help you contact family members, locate restaurants and find hotel accommodations.

**AAA ROADSIDE ASSISTANCE CONTRACTORS**

Roadside Assistance services as described in this Member Guide are generally provided by independent businesses under contract to **AAA Alabama** (not employees or agents of **AAA Alabama**, the American Automobile Association or other **AAA clubs**). These businesses are selected for their ability to provide Roadside Assistance. We cannot guarantee they will have parts or be able to provide repairs.
While responsibility for loss, damage or unsatisfactory workmanship is the sole responsibility of the contracted service provider, AAA Alabama will attempt to assist members in resolving complaints. Member complaints should be received as soon as possible and before additional repairs are made. Failure to do so may limit our ability to assist.

ELIGIBLE VEHICLES
The following motor vehicles are eligible for service, provided they qualify for highway registration and are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced:
• Four-wheeled automobiles, pickup trucks, sport utility vehicles, vans, minivans and light-utility motor vehicles (including rental and commercial passenger vehicles, but excluding taxicabs, limousines and other vehicles-for-hire) are eligible for those services which can be safely delivered with equipment available from the independent service provider.
• Dual wheel unloaded pickup trucks will be provided all services except tire service.
• Recreational Vehicles (RVs), other than motorcycles, are eligible for all services with the exception of towing, extrication/winching and tire change service. Motorcycles are eligible for delivery of fuel and locksmith services. AAA Plus RV and AAA Premier RV provides towing, extrication/winching and tire change services for RVs. RVs include motor homes, camper vans, cab-over campers, motorcycles and recreational trailers including camping trailers, fifth wheel trailers and utility trailers carrying recreational vehicles or equipment (excludes commercial and horse/livestock trailers). ATV trailers, boat trailers, and personal watercraft trailers must be carrying their designated recreational equipment or must be empty to be eligible for service. Boats and watercraft trailers must be out of water. Motorcycles must be licensed for highway use.

SERVICE OUTSIDE ALABAMA
Outside Alabama, AAA Alabama members are entitled to Roadside Assistance from the local AAA or Canadian Automobile Association (CAA) club servicing the area. Members will be required to pay the AAA Roadside Assistance Contractor for any service that the local AAA or CAA club does not normally provide its members. An application for reimbursement of service charges may be submitted to AAA Alabama for consideration. (See Reimbursement.)

CHECK ACCEPTANCE FOR EMERGENCY REPAIRS
AAA Alabama guarantees a member’s personal check drawn for an amount not over $250, given in payment to, and to the order of, a AAA Roadside Assistance Contractor, for road service or repairs which are required as a result of breakdown to the car the member is driving. If such a check is dishonored by the bank on which it is drawn, AAA will reimburse the AAA Roadside Assistance Contractor and will collect from the member. All membership benefits will be suspended during the period the check is returned until made good by the member. If the member fails to make good such a loss, collection procedures will be instituted and his or her membership may be subject to non-renewal or cancellation.

EXTREME SERVICE CONDITIONS
AAA Alabama will make every effort to ensure that the provision of Roadside Assistance can be made under all conditions. During severe weather or road conditions, however, there may be some service delays before help can reach you. Heavy traffic may also delay the arrival of the service provider driver. Because towing is by far the most time consuming type of service the Club provides, towing operations may be temporarily suspended to avoid excessive delays to members waiting for other services. During such times, priority will be given to members stranded away from shelter or to members with vehicles that have skidded and/or become stuck on highways in severe snowstorms.

SERVICE LIMITATIONS
Service will be limited to that which can be provided with equipment ordinarily used for Roadside Assistance by the AAA Roadside Assistance Contractor serving the area. The member will be charged for flatbed service when not required by the AAA towing manual. Flatbed service charges are not applicable if a flatbed is required due to accident damage or if it is the contractor’s primary service vehicle. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without damage to the vehicle or servicing equipment.

Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA Alabama cannot render service repeatedly to a vehicle in need of repair.

An individual’s AAA membership may not be used by a business or organization to provide service for its customers, employees or vehicles.

Towing service will not be provided for the purpose of transporting vehicles due to a purchase, sale, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation.

Without limiting any other rights or remedies it may have, AAA Alabama may seek reimbursement from a member or associate for roadside assistance services fraudulently or wrongfully obtained by the member or associate. Primary members are responsible for the conduct and the service demands of their associates.

The following services are not provided under the membership benefit:
• Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, or private logging or forest service roads) and snow-filled roads or driveways.
• Shoveling snow from around a vehicle or clearing a road or driveway.
• Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
• Towing of vehicles purchased in an inoperable condition.
• Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, non-emergency lock repairs and re-keying of vehicle locks).
• Service in situations where appropriate identification in addition to the membership card is not provided to the service driver.
• Use of two or more Roadside Assistance service calls to extend the member tow mileage benefit for the same breakdown.
• More than 100 driving miles of towing per Roadside Assistance service call for AAA Plus or AAA Plus RV members.
• More than 200 driving miles of towing on one (1) Roadside Assistance service call per AAA Premier household per membership year and
more than 100 driving miles of towing on the remaining allowable Roadside Assistance service calls. For AAA Premier members with RV
coverage, RVs and motorcycles are excluded from the 200 mile tow.
• Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
• The installation or removal of snow tires or chains.
• Charges related to impound or stolen vehicle recovery, towing or storage.
• Installation of automotive parts not provided by a AAA Roadside Assistance Contractor.
• AAA Plus, AAA Plus RV, AAA Premier, and AAA Premier with RV services prior to seven (7) days after receipt of dues payment.
• If the vehicle is for hire (taxicab, limousine, etc.)
• If the vehicle does not bear valid state license plates, has been towed under police order due to infractions, or held under legal restraints.

REIMBURSEMENT
If it is necessary for a member to pay for membership service at commercial rates, the member must request an itemized receipt listing
the member’s name, vehicle and services rendered by the service provider. For reimbursement consideration, the member must present
or send the original receipt and an explanation of the circumstances to any AAA Alabama branch within 60 days of the date of service.
A reimbursement counts as a Roadside Assistance call. (See Allowable Roadside Assistance Calls on Page 2.)

Reimbursements for services, including services received outside of Alabama, will only be considered for those membership services which
AAA Alabama provides without charge. (Exception: Vehicle locksmith service will be reimbursed up to $50 for AAA Classic members, up to
$100 for AAA Plus members, and up to $150 for AAA Premier members.) Certain terms, conditions and exclusions apply and are subject to
change without notice. A service charge will be deducted from a reimbursement when applicable. Reimbursement is not provided for
taxi fares, telephone calls, rental cars, etc.

Members will be reimbursed for membership services at the prevailing commercial rates when AAA service was requested from a AAA or
CAA club, but the membership could not be verified. Reimbursement will be issued upon subsequent verification that the member’s valid
membership was in effect at the time of service.

PARTIAL REIMBURSEMENT
Reimbursement will be limited to the amount AAA Alabama would have paid a AAA Roadside Assistance Contractor when AAA was not
called to provide service. If towing is covered by an automobile insurance policy, the maximum reimbursement for a tow bill will be limited to
the amount AAA Alabama would have paid a AAA Roadside Assistance Contractor to provide the service. Certain terms, conditions and
exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable.

TRAVEL

Travel Agency
Full-service travel agency benefits are available from AAA Travel, with member-only discounts on select cruise and land vacations. There is
no charge for personalized trip planning and counseling. A processing fee may apply to airline or rail reservations. AAA Premier members’
processing fees are reduced by $10 for airline and rail tickets when purchased through AAA Travel. International driving permits and
passport photos are also available. AAA Plus and AAA Premier members may obtain 2 sets of passport photos per membership year
at no charge from a AAA Alabama branch.

Travel Insurance
Trip Cancellation insurance available for purchase through AAA Travel reimburses you for the nonrefundable portions of travel expenses
that result from cancellation due to illness or injury. Accident insurance is also available and will pay benefits for accidents resulting in
personal injury or death including medical and hospital expenses. You can also obtain baggage insurance which reimburses you in the
event of loss of or damage to baggage.

Travel Guides
North America TourBook® guides, TripTik® auto trip routings and selected maps are available free of charge to members. Some restrictions
may apply. AAA Classic members also receive 50% off the cover price for AAA published international maps and the AAA Europe
TravelBook. AAA Plus and AAA Premier members receive AAA published international maps and the AAA Europe TravelBook free of charge.

Route Support
AAA Premier members can call AAA Premier services from within the U.S. to receive driving directions and assistance. Whenever possible,
members should pull over to a safe spot before making a call to use this service.

Hertz® Car Rentals
AAA members save up to 20% on domestic or up to 25% on international Hertz car rentals for leisure or business travel. Each rental includes
free use of one child, infant or toddler booster seat, and a 50 percent discount off the cost of SIRIUS XM Radio®. Advance reservations
required and subject to availability. There is no charge for additional drivers who are AAA members meeting standard rental qualifications.
Your Hertz/AAA CDP ID# is 101. Reservations can be made at your local AAA branch or online at AAA.com.

AAA Vacation Money
AAA offers several convenient ways for you to manage your vacation money. Your membership gives you access to the AAA credit card,
TipPaks which are comprised of small denominations of select foreign currency so you have cash in your hand when you land, and the
pre-funded Visa® TravelMoney® card for use as a debit card or at ATMs.
AAA Credit Cards are issued and administered by RA Card Services, N.A. See the section below titled “AAA Credit Card” on page 7 for more details. The Visa® TravelMoney Cards are issued by MetaBank™ pursuant to a license from Visa U.S.A. Inc. Wells Fargo Bank is the supplier of all foreign currency including prepackaged foreign currency known as TipPaks.

Travel Insurance
Members can purchase travel insurance for vacations as well as Mexico Automobile Insurance for driving into Mexico. Travel insurance is provided by Allianz Global Assistance, underwritten by BCS Insurance Company or Jefferson Insurance Company. Mexico Automobile Insurance is provided by Grupo Nacional Provincial, S.A. Contact your local AAA branch for more information.

Travel Accident Insurance
Beginning September 1, 2013, AAA Premier members will automatically receive $300,000 in travel accident insurance coverage at no cost when they purchase airline, ship, bus or train tickets through AAA Travel. Certain terms, conditions and exclusions apply. Insurance coverage is underwritten by the Federal Insurance Company. Benefits are administered by AAA Insurance Services.

Travel Assistance
AAA Premier members can receive Global Travel Emergency Assistance and Concierge Services 24 hours a day, 7 days a week—in the United States or internationally—when they are on planned leisure trips 100 miles or more from the AAA Premier member’s primary residence which include at least one overnight stay and are not more than 45 days in duration. These services are available to AAA Premier members and their spouses and unmarried dependent children age 24 or under who are traveling with the AAA Premier member.

24-Hour Global Travel Emergency Assistance* for AAA Premier members includes:
• Medical provider referrals, appointments and admission arrangements
• Emergency translation service arrangements
• Lost tickets and document replacement arrangements
• Prescription replacement arrangements
• Emergency medical transportation arrangements
• Emergency medical visitation arrangements
• Emergency cash transfer arrangements
• Emergency message center service

Concierge Services* for AAA Premier members include:
• Theater, sporting event and other entertainment ticketing/reservations
• Golf tee times and reservations (reservations subject to availability)
• Limousine and car service information and reservations
• Shopping and health club referrals and information
• Exhibition, shows and festival information
• Messenger service referral and arrangements
• Gift basket and floral delivery arrangements
• ATM location information
• Weather forecast information

The member must purchase AAA Premier service at least seven (7) days prior to travel departure date in order to use these services. AAA Premier membership benefits include these services, which are service benefits and not financial benefits. Any costs associated with these services are paid by the member.

Certain restrictions and limitations apply. *AGA Service Company is the administrator of this plan.

Benefits and service provider are subject to change without notice.

AUTOMOTIVE

AAA Approved Auto Repair
When you go to an Approved Auto Repair facility, all repairs are guaranteed by the facility for 12 months or 12,000 miles, whichever comes first under normal operating conditions. Each facility has agreed to accept the decision of AAA Alabama if a member has concerns regarding the service. Upon request, AAA Alabama members can get a free multi-point maintenance inspection with any paid service. Members also save 5%-10% on regularly priced parts and labor at facilities participating in the Show Your Card & Save program.

Vehicle Pricing & Research
You can research your next new or used car online at AAA.com. For new cars, AAA AutoMaker® allows you to select the options you are interested in, then gives you a detailed estimate of the car’s price, with your specific requirements. Members can compare features and MSRP side-by-side.

For pre-owned cars, you can get free values online at AAA.com or by calling 800.709.7222.

CARFAX Vehicle History Reports
Classic and AAA Plus members can purchase CARFAX Vehicle History Reports for 20% off the retail price online by logging in to AAA.com.
After you enroll, if for any reason you decide to cancel your ProtectMyID® Essential benefit, you may not re-enroll in this free benefit at a
Roadside assistance requires AAA membership, available separately.

Factors and GPS availability.

AAA’s Safe Driving for Mature Operators is an 8-hour classroom driver improvement course geared to the senior age driver to address
the effect that aging has on behind the wheel performance and to refresh safe driving skills. Taught by a certified instructor, drivers who
complete the courses may be eligible to receive a discount on a portion of their auto insurance.

Call 205.444.8885 in Birmingham or outside Birmingham call 1-800-521-8124, ext. 4448885, for locations and registration information.

Vehicle Inspection Program
Members can bring their vehicle to a participating AAA Approved Auto Repair (AAR) facility for a comprehensive 86-point inspection
using standards and procedures developed by AAA. For a fee, the facility’s technicians will thoroughly inspect the engine, transmission,
suspension, drive axles, electronic system and more. AAA Premier members may receive up to a $45 rebate off the current price of a
Vehicle Inspection Program service. One Vehicle Inspection Program rebate per member, per membership year. See participating
AAA Approved Auto Repair facilities for details and scope of vehicle inspection. Price and AAA Premier member rebate subject to
change without notice. Rebate may not be combined with any other offer or discount.

AAA FINDME SERVICE FOR SPRINT & AT&T SUBSCRIBERS
AAA has teamed up with Sprint & AT&T to provide AAA members with AAA FindMe, enabling AAA to automatically receive the
gеographic location when a member calls for AAA Roadside Assistance from a Sprint or AT&T wireless phone. AAA FindMe benefits include:

• Identifying your location, even when you are in an unfamiliar area
• Providing freedom from worry, knowing that AAA can locate you quickly
• Available at no additional fee

To register for AAA FindMe, AAA members can go to AAA.com/AAAFindMe.

AAA FindMe service is available for GPS-enabled handsets only. Members must have a Sprint or AT&T GPS-enabled handset and provide permission to release location information to AAA in advance of the roadside assistance call. Location accuracy depends on many factors and GPS availability.

Roadside assistance requires AAA membership, available separately.

AAA Premier members receive one (1) free CARFAX vehicle history report per household per membership year by calling the AAA
Premier Member Services phone number located on the back of the AAA Premier membership card. Subsequent CARFAX vehicle
history reports are available to AAA Premier members at a 40% discount when ordered at AAA.com.

Safe Driving for Mature Operators Course
AAA’s Safe Driving for Mature Operators is an 8-hour classroom driver improvement course geared to the senior age driver to address
the effect that aging has on behind the wheel performance and to refresh safe driving skills. Taught by a certified instructor, drivers who
complete the courses may be eligible to receive a discount on a portion of their auto insurance.

Call 205.444.8885 in Birmingham or outside Birmingham call 1-800-521-8124, ext. 4448885, for locations and registration information.

Vehicle Inspection Program
Members can bring their vehicle to a participating AAA Approved Auto Repair (AAR) facility for a comprehensive 86-point inspection
using standards and procedures developed by AAA. For a fee, the facility’s technicians will thoroughly inspect the engine, transmission,
suspension, drive axles, electronic system and more. AAA Premier members may receive up to a $45 rebate off the current price of a
Vehicle Inspection Program service. One Vehicle Inspection Program rebate per member, per membership year. See participating
AAA Approved Auto Repair facilities for details and scope of vehicle inspection. Price and AAA Premier member rebate subject to
change without notice. Rebate may not be combined with any other offer or discount.

MEMBER SERVICES

Discounts and Special Offers
Save with over 30,000 online restaurants, retailers, travel specials and more. With the newly enhanced AAA Discounts & Rewards program,
your purchases may even earn you reward points to apply toward future purchases! Or, Show Your Card & Save® at over 100,000
participating businesses nationwide. You can save more than your AAA Membership costs every year!

Participating businesses and discounts subject to change at anytime without notice and discounts may be subject to additional terms and
conditions. See AAA.com/Discounts for AAA Club Rewards terms and conditions.

Discounted Movie and Theme Park Tickets
AAA Alabama members can purchase discounted movie tickets and discounted theme park tickets. Contact a AAA Alabama branch for
more information.

Identity Theft Monitoring
Each AAA Alabama Member age 18 or older can receive FREE Identity Theft Monitoring with ProtectMyID® Essential. To get this free
benefit, enroll online at AAA.com/Identity. There are no hidden charges or fees. Benefit includes:
free daily monitoring of your Experian® credit report, free email alerts when key changes are detected on your Experian® credit report, free monthly "all clear" email alerts when
no changes are detected, Lost Wallet Card and free fraud resolution support. AAA Premier members receive the additional benefit of
$10,000 in Identity Theft Insurance. The free identity theft monitoring benefit is provided by ConsumerInfo.com, Inc., an Experian® company.

For more information, including terms and conditions, visit AAA.com/Identity. Identity Theft Insurance underwritten by insurance company
subsidiaries or affiliates of Chartis, Inc. Refer to the actual policies for complete terms, conditions, and exclusions of coverage.

AAA Credit Card
For information about credit card benefits, rates, fees and other costs associated with the use of any AAA credit card, visit AAA.com/creditcard
or call 1.800.521.8124. AAA Credit Cards are issued and administered by FIA Card Services, N.A. Other terms apply to Member Rewards,
WorldPoints and Cash Rewards program features and Credit Card account benefits. Details accompany new account materials. Points
are earned per net retail purchase transaction (qualifying purchases less credits, returns, and adjustments) made with the Member Rewards,
WorldPoints or Cash Rewards Card. Member Rewards, WorldPoints and the WorldPoints design are registered trademarks of FIA Card
Services, N.A. The Member Rewards and AAA WorldPoints program is managed in part by independent third parties, including a
travel agency registered to do business in California (Reg. No. 2036509-50); Ohio (Reg. No. 87890286); Washington (6011237430) and other
states, as required. Additional terms apply. Visa is a registered trademark of Visa International Service Association, and is used by the issuer
pursuant to license from Visa U.S.A., Inc. MasterCard is a registered service mark of MasterCard International Incorporated and is used by
the issuer pursuant to license.

AAA Mobile and GPS Solutions
AAA FINDME SERVICE FOR SPRINT & AT&T SUBSCRIBERS
AAA has teamed up with Sprint & AT&T to provide AAA members with AAA FindMe, enabling AAA to automatically receive the
gеographic location when a member calls for AAA Roadside Assistance from a Sprint or AT&T wireless phone. AAA FindMe benefits include:

• Identifying your location, even when you are in an unfamiliar area
• Providing freedom from worry, knowing that AAA can locate you quickly
• Available at no additional fee

To register for AAA FindMe, AAA members can go to AAA.com/AAAFindMe.

AAA FindMe service is available for GPS-enabled handsets only. Members must have a Sprint or AT&T GPS-enabled handset and provide permission to release location information to AAA in advance of the roadside assistance call. Location accuracy depends on many factors and GPS availability.

Roadside assistance requires AAA membership, available separately.

Call: 1.800.521.8124 • Click: AAA.com • Visit: Your Local AAA Alabama Branch
The AAA TripTik membership, available separately. receive a confirmation from AAA. Download AAA Roadside from the travel section of the app store. Roadside Assistance requires AAA membership, available separately.

The AAA TripTik app provides users with maps, directions, up-to-date gasoline prices, including a gas grade preference setting, and AAA-approved and diamond-rated hotel and restaurant information. The My Trips feature allows users to save routes and download previously created routes. The Edit Trip feature allows users to add or delete points of interest, modify the order of up to 40 stopovers, and delete, save, or access previously created trips. Download AAA TripTik from the travel section of the app store.

The AAA Roadside app allows you to quickly enter your vehicle description, problem(s), and additional detailed information. This GPS-based app will pinpoint your current location and automatically send your information to AAA. Once a request is submitted, you will receive a confirmation from AAA. Download AAA Roadside from the travel section of the app store. Roadside Assistance requires AAA membership, available separately.

In addition to the turn-by-turn driving directions, audio prompts and intuitive, touchscreen menu system, select Magellan® GPS navigation devices now come with AAA TourBook® guide content, Show Your Card and Save® locations, AAA Diamond-Rated Restaurants and Accommodations and so much more from AAA. In addition, AAA members can use the Roadside Assistance feature which provides the phone number and your exact location including cross streets to help us reach you quickly. So no matter where you are or where you want to go, we’re always with you.

For more information about the Magellan GPS Navigation devices and the AAA benefits, visit AAA.com/gps.

The AAA Discounts app, available through the Android market, pinpoints your exact location, and displays merchants in your area that offer AAA discounts. Save on hotels, restaurants, clothing, and more. You can even refine your search by business category and receive turn-by-turn directions to your destination.

The AAA Roadside app, available through the Android market, allows you to quickly enter your vehicle description, problem(s), and additional detailed information. This GPS-based app will pinpoint your current location and automatically send your information to AAA. Once a request is submitted, you will receive a confirmation from AAA. Roadside Assistance requires AAA membership, available separately.

In addition to the turn-by-turn driving directions, audio prompts and intuitive, touchscreen menu system, select Magellan® GPS navigation devices now come with AAA TourBook® guide content, Show Your Card and Save® locations, AAA Diamond-Rated Restaurants and Accommodations and so much more from AAA. In addition, AAA members can use the Roadside Assistance feature which provides the phone number and your exact location including cross streets to help us reach you quickly. So no matter where you are or where you want to go, we’re always with you. For more information about the Magellan GPS Navigation devices and the AAA benefits, visit AAA.com/gps.

AAA Gift Card
Perfect for any occasion, the AAA Gift Card puts a world of shopping possibilities in the hands of the gift recipient.
- Accepted everywhere Visa is – within the U.S.
- Choose any amount you want to give between $10 and $750
- If lost, replaceable for a small fee

Alabama Journey Magazine
As a primary member of AAA Alabama, you’ll automatically receive Alabama Journey magazine bimonthly. Annual subscription price for Alabama Journey magazine is included in the membership dues.

Home Lockout
If you are a AAA Premier member and you become locked out of your home, you can receive up to $100 in locksmith services to pick or drill the lock to gain access to your home from the outside. Home lockout service is reserved for a AAA Premier member’s primary residence in Alabama only and excludes all other buildings or locked areas. The service provides up to $100 for the cost of re-keying, changing locks or making a new key only when the lock must be drilled to gain entry to the home or if keys are lost or stolen. Any charges in excess of $100, as well as all charges associated with any other residential locksmith services, are at the expense of the AAA Premier member. Home lockout service is limited to one (1) usage per AAA Premier household per membership year.

Home lockout service is not transferable to any other person. The AAA Premier member must be present at the time of service. Identification and proof of residence is required. In the case of rental property, approval of the property owner may be required. Service is valid only in Alabama. Service is provided by independent locksmiths and is subject to availability; if AAA Alabama cannot dispatch service, the member will be referred to a commercial locksmith and will be reimbursed for covered service up to $100. Locksmith arrival time is based on locksmith availability.

Notary Service
Most personal notary transactions are available at any AAA Alabama branch, Monday through Friday, at no cost. Some restrictions may apply.

INSURANCE

Get a free quote on auto, homeowners, condominium, renters, excess liability, and life insurance by calling or visiting a AAA Alabama branch or by going online at AAA.com.

Auto, homeowners, condominium, renters, and excess liability insurance provided by Automobile Club Inter-Insurance Exchange and Auto Club Family Insurance Company. Not available in all areas. Other insurance products provided by select insurance companies. Life Insurance provided by AAA LIFE INSURANCE COMPANY, Livonia, MI.

TRIP INTERRUPTION & VEHICLE RETURN COVERAGE
If you are a AAA Premier member, are at least 100 driving miles from home, and your trip is delayed due to an Accident, mechanical breakdown, car theft, unexpected illness or injury, natural disaster or severe weather, you can be reimbursed up to $1,500 as a AAA Premier member for covered out-of-pocket expenses, including meals and Accommodations; and/or for Substitute Transportation to continue your trip.

Call: 1.800.521.8124 • Click: AAA.com • Visit: Your Local AAA Alabama Branch
And, AAA Premier members can be reimbursed up to $500 to help you get your car back home if an unexpected illness or injury prevents you from completing your trip.

**TERMS & CONDITIONS**

The AAA Premier Trip Interruption and Vehicle Return group insurance benefits are provided to all AAA Premier members beginning seven (7) business days after purchase of AAA Premier membership. These benefits remain effective as long as the Master Policy with BCS Insurance Company remains in force. These benefits are subject to the following conditions and exclusions:

**DEFINITIONS**

“AAA Premier Member” means a AAA Alabama AAA Premier member, AAA Premier adult associate or AAA Premier dependent associate in good standing.

“Accident” means an unexpected, unintended, unforeseeable event causing injury or property damage.

“Accommodations” means temporary lodging in an establishment licensed to provide temporary lodging to paying guests.

“Covered Person” means a AAA Premier member whose Primary Residence is in the United States and his or her Immediate Family Members traveling in the same Vehicle during Covered Travel.

“Covered Travel” means a planned leisure automobile trip in the Covered Person’s Vehicle which has taken the Covered Person at least one hundred (100) driving miles from his or her Primary Residence when the incident occurs, which was intended to include at least one overnight stay within the United States or Canada; and which does not exceed, and was not planned to exceed, forty-five (45) consecutive days. **Please note:** the Covered Person must be at least 100 driving miles from the AAA Premier Member’s Primary Residence when the incident occurs in order to be eligible for the benefits.

“Illness” means a sickness, infirmity or disease that causes a loss that begins during Covered Travel.

“Immediate Family Member” means the AAA Premier Member’s spouse and/or unmarried dependent children age 21 or under, including stepchildren and legally adopted children. A grandparent traveling with his or her grandchild who is a AAA Premier dependent associate is also considered an Immediate Family Member.

“Injury” means bodily injury caused by an Accident, directly or independently of all other causes and sustained during Covered Travel. Benefits for injury will not be paid for any loss caused by sickness or other bodily diseases or infirmity.

“Physician” means a person who is licensed and legally entitled to practice medicine and who is not a Covered Person or an Immediate Family Member of, nor related to, a Covered Person.

“Primary Residence” means the AAA Premier Member’s billing address which is recognized by AAA Alabama, and which must be in the United States.

“Substitute Transportation” means any form of common carrier transportation (i.e., licensed for the transportation of fare-paying passengers, with the exclusion of taxis and limousines) and/or a rental car of equal or lesser value to the Vehicle. Expensive or exotic automobiles are excluded under this definition.

“Vehicle” means any two-axle motor vehicle designated for private use for travel on paved public roads in which the Covered Person is either driving or riding as a passenger. Moving vans are excluded.

“We, Us, or Our” refers to BCS Insurance Company and its agents.

**TRIP INTERRUPTION COVERAGE**

**What is Covered**

Covered Persons on Covered Travel are reimbursed up to $1,500 per trip for out-of-pocket expenses for the cost of reasonable additional Accommodations and meal expenses and/or for the cost of Substitute Transportation to continue the trip, incurred as a result of overnight covered delay. Only expenses for the first 96 hours from the initial delay are eligible for coverage. The coverage only extends to Covered Travel in the United States and Canada.

The covered reasons for delay are:

1. Vehicle disablement due to mechanical failure (excluding tire trouble) or an accident that renders the Vehicle inoperable at least overnight;
2. Theft of a Vehicle;
3. Unexpected illness or injury requiring the Covered Person to receive treatment by a Physician who advises delay of the trip;
4. Natural disasters;
5. Severe storms or unusual weather phenomena validated by National Weather Service records

**What is Not Covered**

Benefits are not payable for travel which does not meet the definition of Covered Travel, and for any loss, injury, illness, delays and/or expenses due to:

1. War (whether declared or undeclared), acts of war, military duty, or hostilities of any kind (for example, invasion, rebellion, riots, or insurrections);
2. Tire trouble;
3. Intentionally self-inflicted harm, including suicide;
4. Normal pregnancy or childbirth;
5. Mental or nervous health disorders;
6. Alcohol or substance abuse, or related illnesses;
7. An accident occurring when the Vehicle is being driven by an unlicensed driver or a driver who is not a Covered Person;
8. Personal property which is damaged or destroyed;
9. Any liability for injuries or property damage;
10. The commission or attempted commission of an illegal act;
11. The cost of repairs to the Vehicle;
12. Cost of fuel expenses;
13. Air and/or sea travel;
14. Carrier-caused delays;
15. Participation in professional athletic events or motor competition (including training);
16. The cost of meals, Accommodations and Substitute Transportation resulting from delays caused by routine maintenance or minor repairs to the Vehicle.

In cases where the Covered Person rents a Vehicle for Covered Travel and the Vehicle is disabled or stolen, the Covered Person must make immediate contact with the rental company after the disablement or theft occurs to arrange replacement of the Vehicle. If such contact is not attempted, the Covered Person will not be reimbursed for any expenses incurred as a result of the delay.

Rental car expenses incurred by the Covered Person to continue the trip will be reimbursed only if the Covered Person rents a vehicle of comparable or lesser class. Rentals of expensive or exotic automobiles are excluded. Examples of such automobiles include Aston-Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati and Rolls-Royce.

Substitute Transportation expenses on common carrier transportation will be reimbursed for economy fare only. Trip Interruption coverage is in excess of other insurance or indemnity covering the losses covered under this program. Expenses after 96 hours from the initial delay are not covered.

VEHICLE RETURN COVERAGE*

What is Covered
Covered Persons on Covered Travel are reimbursed up to $500 for transportation of the Vehicle back to the Covered Person’s Primary Residence when an unexpected illness or injury prevents completion of the Covered Travel. Unexpected illness or injury must require the Covered Person to receive treatment by a Physician who advises that Covered Travel cannot be completed.

The Vehicle must be operable. Transportation must be performed by an accredited professional transport company.

What is Not Covered
In addition to the exclusions listed under Trip Interruption Coverage, Vehicle Return benefits will not be payable if the Vehicle is a rental vehicle or a Vehicle with an original lease term of less than one year OR if the transportation of the Vehicle could have been performed by a Covered Person or by a traveling companion of a Covered Person. Vehicle Return coverage is in excess of other insurance or indemnity covering the losses covered under this program. Expenses after 96 hours from the initial delay are not covered.

GENERAL PROGRAM PROVISIONS
This guide to benefits is not a policy or contract of insurance, but is your most complete source of information. Please be sure to keep it in a safe place.

All information in this document is subject to the terms and conditions of the Master Policy, a copy of which is in the possession of AAA Alabama. The terms and conditions of the Master Policy agree with the terms outlined in this guide to coverage. However, features and benefits are subject to change without notice.

The Covered Person agrees to use diligence in doing all things reasonably prudent to avoid or diminish any loss. AGA Service Company will not unreasonably apply this provision to avoid claims hereunder.

HOW TO FILE A CLAIM
Please gather the information below if you have a covered loss during your Covered Travel as it will be requested when you file a claim upon returning home.

All claims must be reported to AGA Service Company within 60 days from the date of loss or as soon after that date as is reasonably possible.

Once you report a claim, the Service Associate will set up a claim file for you and send you a claim form. You must send written proof of loss, including any required information necessary to support the claim, to AGA Service Company within 90 days from the date of loss, or as soon after that date as reasonably possible, and in no event, except in the absence of legal capacity, later than one year from the time proof is otherwise required.

GENERAL DOCUMENTATION
1. Receipts and itemized bills for all expenses (such as itemized food and lodging receipts)
2. Evidence of accident/theft (i.e. official police report)
3. Copy of payment for automobile repairs
4. Rental car receipts
5. Common carrier receipts
6. Copy of invoice from accredited professional transport company (Vehicle Return Benefit)

If you have a question or need to file a claim, please contact AGA Service Company at 1.800.270.6528.

The Service Associate will confirm your request and provide you with assistance.

*Insurance coverage is underwritten by BCS Insurance Company under Form No. 50.233B. AGA Service Company is the licensed producer and administrator of the policy.
MEMBERSHIP RULES AND REGULATIONS

1. Benefits and services available to AAA Alabama members will be those outlined in this Member Guide. Important additions, deletions, or changes to benefits and services will be communicated to members through the Club’s publication issued periodically to AAA Alabama members.

2. AAA Alabama members are entitled to benefits and services in accordance with guidelines established by Club management.

3. AAA Alabama’s liability to a member for nonperformance will be no more than the annual membership fee paid by the member.

4. Roadside Assistance will be rendered in accordance with this Member Guide. A summary of the Roadside Assistance service provisions will be published annually in the Club’s publication.

5. Excessive use of any membership benefit, as determined by Club management, may result in membership non-renewal or membership cancellation prior to the member’s annual renewal date.

6. Non-payment of any amount due, including dishonored checks, declined or disapproved credit card charges, or other non-sufficient fund payments, to the Club by a member will be cause for membership cancellation.

7. Inappropriate behavior, abusive language, threats or acts of violence toward Club employees or service providers will be cause for membership cancellation.

8. Misrepresentation of the truth regarding the use or attempted use of membership benefits and services will be cause for membership cancellation.

9. AAA Alabama membership benefits and services are provided to the individual AAA Alabama member. They are non-transferable to other AAA members or non-members.

10. Membership is subject to guidelines and policies of the Membership Committee.

Membership Cancellation Policy
AAA Alabama may cancel any Primary or Associate Membership at any time when such Primary or Associate Member violates the rules and regulations of membership or is involved in actions deemed to be detrimental to the welfare or best interests of AAA Alabama. Membership may also be canceled if the service demands of the Primary Member or Associates are considered to be unreasonable or excessive. Primary Members are responsible for the conduct and the service demands of their Associates.

The notice of cancellation shall state the effective date of such cancellation. This notice shall be given by first-class mail sent to the last known address of the Primary Member with notice becoming effective when mailed.

TOLL-FREE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roadside Assistance</td>
<td>1.800.222.4357</td>
</tr>
<tr>
<td>Request Roadside Assistance Online</td>
<td>AAA.com/help</td>
</tr>
<tr>
<td>Insurance, Travel &amp; Membership</td>
<td>1.800.521.8124</td>
</tr>
<tr>
<td>TDD for Speech or Hearing Impaired</td>
<td>1.800.955.4833</td>
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</tbody>
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Birmingham Headquarters
2400 Acton Road
Birmingham, AL 35243
205 978-7000

Anniston/Oxford
653 Snow Street
Oxford, AL 36203
256 832-3101

Decatur
1605 Beltline Road SW
Decatur, AL 35603
256 353-4924

Dothan
3850 W. Main Street
Dothan, AL 36305
334 793-6080

Florence
102 S Pine Street
Florence, AL 35630
256 764-9173

Fultondale
3345 Lowery Parkway, Suite 115
Fultondale, AL 35068
205 841-2374

Huntsville
2625 Memorial Parkway SW
Huntsville, AL 35801
256 539-7493

Mobile
720 Schillinger Road S
Mobile, AL 36695
251 639-3510

Montgomery
6901 Vaughn Road
Montgomery, AL 36116
334 272-1650

Tuscaloosa
312 Merchants Walk, Suite 5A
Tuscaloosa, AL 35406
205 759-1202

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