AAA MEMBER HANDBOOK

Your guide to exclusive AAA member benefits & discounts
LET’S STAY IN TOUCH.

Staying in touch with AAA has never been easier. There are plenty of ways you can make your AAA membership work for you.

Roadside Assistance: 1-800-AAA-HELP
Member Service: 1-800-564-6222

The AAA Mobile® app connects you to Roadside Assistance, directions, discounts and more. Available for your Apple® or Android™ smartphone or tablet at AAA.com/mobile.

Visit AAA.com to request Roadside Assistance, create your own TripTik® routing, discover discounts, plan your next vacation and more.

Visit AAA.com/subscribe to subscribe to the latest news, discount information and updates from your local AAA through AAA’s eUpdates.

Get great travel ideas and helpful information on automotive, insurance and financial topics, plus updates on relevant legislative and safety issues from AAA’s award-winning member magazine, Journeys, which is published six times a year.

Find your local AAA office by visiting AAA.com/offices. Your local AAA office offers the following services exclusively for members:
- Full-service Travel Agency
- TripTik® routings, TourBook® guides and maps
- Discounted movie and attraction tickets
- Luggage and travel accessories
- Travel money services, including currency exchange and the Visa TravelMoney® card
- And more!
AAA provides more than just the peace of mind that comes along with having roadside assistance – your AAA membership provides you with much more! So much, in fact, that we’d like to “map out” a route for you to follow throughout this handbook so you can navigate all of your AAA member benefits and use them to the fullest.

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<tr>
<th>AAA CLASSIC</th>
<th>AAA PLUS</th>
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<td><strong>VEHICLE COVERAGE</strong></td>
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<td>Back to facility rendering service or up to 5 miles to the destination of your choice*</td>
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<td><strong>LOCK &amp; KEY SERVICE</strong></td>
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<td><strong>FUEL DELIVERY</strong></td>
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<td>A sufficient supply of fuel delivered to enable member to get to nearest open service facility. The responding facility will charge current pump price</td>
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<td><strong>EMERGENCY EXTRICATION</strong></td>
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<td>One service vehicle &amp; one driver will be provided</td>
<td>If needed, a second service vehicle &amp; driver will be provided for up to 60 minutes</td>
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<td><strong>TRIPGUARD® PROTECTION</strong></td>
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Certain restrictions apply. Please refer to the Automotive section of this handbook for more information. Membership is provided at the sole discretion of AAA. AAA Allied Group reserves the right to cancel membership or deny service for member’s abusive treatment of AAA staff or contractors, or abuse of road service benefits.

*Emergency Road Service will be provided to eligible vehicles that were in operation immediately prior to disablement, unless prohibited by law.
AAA membership is a motorist’s trusted ally. It covers you whether you’re the driver or passenger in a car. Be sure to have your membership card handy every time you hit the road. The first person in a household to join is considered the Primary member and can add additional household members accordingly.

**ASSOCIATE MEMBERS**

Add others living in your household, including teen drivers and children away at college, to your membership at the same level (Classic, Plus or Premier) with special Associate member rates. Individuals not added as Associates are not eligible to use AAA services. Associates receive their own membership card and enjoy the same benefits as the Primary member. Household residents 16 or 17 years of age can be added for free their first year of membership.

**MEMBERSHIP UPGRADES**

AAA offers memberships customized to meet individual needs and lifestyles, including AAA Classic, Plus, and Premier. To see the difference between Classic and Plus memberships, refer to the *Roadside Assistance & Automotive Services* section of this handbook.

AAA Premier offers the highest level of coverage and more personalized services that extend beyond traditional AAA membership offerings. Premier benefits include: a 200 mile tow, 24-hour Concierge Service, a free AAA Battery when a battery test indicates replacement is needed and more. For more information and pricing, visit AAA.com/Premier.

**RV Coverage**

Cover your RV, motorhome, motorcycle and more on your Plus or Premier membership by adding RV coverage. To learn more, visit AAA.com/benefits.
YOUR MEMBERSHIP RENEWS EVERY YEAR

AAA memberships (together with any optional riders) expire at the end of the month joined every twelve (12) months. Prior to this expiration date, you will receive a renewal bill for dues and new membership credentials for the subsequent twelve (12) month membership period. Renewal dues payments are due prior to the current membership expiration date listed on your card. Members renewing within 60 days after their annual membership expiration date will be reinstated from the original expiration date.

AUTOMATIC RENEWAL

Put your AAA membership on cruise control and ensure that it never lapses. Simply provide AAA with a credit card number and your membership will be automatically renewed annually, eliminating potential service lapses.

GIFT MEMBERSHIPS

Peace of mind is a great gift any time of year. Just call 1-800-JOIN-AAA, contact your local AAA office or go online to AAA.com/gift to purchase a gift membership.

THE AAA LEGACY

For over one hundred years, AAA has kept the interests of its members at the forefront of its activities. It has long been a responsible and effective voice at the local, state and national levels to protect the rights, safety, comfort, and economic resources of motorists and travelers. AAA will continue its work as motorists’ most trusted and vocal advocate by providing helpful driving tips and traffic safety information; serve as a voice on important legislative initiatives; and continually support community organizations and programs that keep our roads, drivers and pedestrians safe.
AAA FOR YOUR WALLET
Shop and save! It’s that easy with the exclusive discounts AAA has negotiated at locations around town and across the country.

Savings When You Shop Online:
When you’re ready to shop online, think AAA first. AAA.com/discounts is home to savings at thousands of brand names, retailers and restaurants nationwide.

As a member, you get access to offers on everyday purchases when you shop through AAA.com/discounts, plus you can earn WOWPoints to redeem for extra savings. WOWPoints are AAA’s online reward points - just like the loyalty points you get from credit cards or airlines. 100 WOWPoints always equals $1 and your points never expire as long as you are a AAA member. Redeem them at checkout and receive cash back for your purchase.

Savings for Your Household:
Savings When You Travel:
Not only can AAA members purchase discounted tickets for attractions across the country, but they are entitled to great vacation savings through AAA’s vacation partners, including:

Savings on Entertainment:
AAA members can save big on attractions across the country and in their own backyard on everything from amusement parks to movie tickets when purchased in advance. Visit your local AAA office or AAA.com/tickets.

Savings In-Store:
A little AAA card brings you big savings when you shop at one of the thousands of retailers that provide a AAA discount, including:
AAA FOR YOUR TRAVELS

Pack your bags. Let’s go.™ It’s that easy because AAA’s Travel Advisors do the rest. They’ll plan your trip from start to finish and take care of everything in between.

AAA’s full service travel agency offers:
• Knowledge and expertise of AAA’s seasoned Travel Advisors
• Exclusive member benefits and discounts
• Cruises and vacation packages to any destination, including Disney Destinations
• Travel insurance including “Cancel For Any Reason” upgrade at exclusive member pricing
• Air, car and hotel reservation assistance
• Free passport photo with international reservations
• Several travel money options available
• Tour operator default and bankruptcy protection

To start planning your next trip, visit your local AAA Travel Advisor or visit AAA.com/travel.

AAA Makes Trip Planning Easy

AAA members get exclusive access to our customized TripTik® routings, TourBook® guides, maps and more. Plus, the AAA Mobile® app, available exclusively to AAA members, provides turn-by-turn directions, AAA discount information, AAA Diamond Rated lodging, Emergency Roadside Assistance and more. To start planning your next road trip, visit AAA.com/TripTik.
Travel Abroad
Get travel-ready with AAA. Visit your local AAA office for passport photos and International Driving Permits. Plus, purchase over 70 different foreign currencies and get a Visa TravelMoney® card. In addition, get all the luggage and travel gear for your next big adventure at member-discounted prices.

AAA FOR YOUR LIFE
Let AAA protect your home and family with exclusive benefits and savings.

AAA Insurance
AAA is a full service insurance agency offering coverage on auto, home and life. An insurance agent can shop and compare your coverage to make sure you are getting the right coverage at the right price. Learn more at AAA.com/insurance.

You can save on AAA Auto Insurance just for being a AAA member.* Receive an additional discount based on the number of years you’ve been a member and the length of time you’ve been continually insured with your current insurer. Plus, receive additional savings when you bundle your auto, home and life insurance. It’s not discounted coverage, just great rates.

*Discounts may vary by state based on Signature Series Product.
ProtectMyID®
ProtectMyID® can help members protect their hard-earned credit. This exclusive member benefit helps members monitor their personal information at the Essential level for free, or with even more benefits at the discounted Deluxe level. Enroll or learn more at AAA.com/IDTheft.

Your Money
AAA offers a variety of financial products to help you save for your future, including money market accounts, online savings accounts and CDs, through our partnership with Discover Bank. Visit AAA.com/banking to learn more about AAA Financial Services.

AAA Member Rewards Visa® Card
The AAA Member Rewards Visa® card allows you to turn everyday purchases into unlimited rewards. The card carries no annual fee, members can earn triple points on AAA purchases including travel, plus double points on gas, grocery and drug store purchases. Learn more at AAA.com/rewards.

AAA FOR YOUR VEHICLE
No matter if you’re the driver or passenger of a vehicle throughout the United States and Canada, AAA Roadside Assistance is available to you 24/7. It’s designed to keep you “on the go” and assist you when the vehicle you are in becomes disabled. Call 1-800-AAA-HELP, make a request online at AAA.com/RoadService or through the AAA Mobile app on your smartphone or tablet. View the chart on the inside front cover of this handbook or read the Roadside Assistance Policy portion of this handbook for detailed information about AAA’s Roadside Assistance.

AAA Mobile Battery Service
AAA Mobile Battery Service* offers battery testing and replacement when and where it’s convenient for you. AAA will test, jump or replace your vehicle’s battery as needed. Installation and testing are included in the price of the battery and AAA members receive an exclusive discount on the purchase price of a new battery.

*Where available
AAA Automotive Services
Protect your vehicle with services offered by AAA to keep you road-ready:
- Approved Auto Repair discounts
- AAA Auto Buying Program
- Vin Etching
- Extended Vehicle Warranties
- Auto Loans

Learn more about AAA’s automotive services by visiting AAA.com/vehicles.

Auto Loans
AAA offers auto loans at great rates with flexible terms. For the latest rate information or to apply for a loan, visit AAA.com/AutoLoan

AAA Approved Auto Repair
AAA’s Approved Auto Repair Network offers members prioritized diagnosis and exclusive discounts. Facilities meet stringent guidelines for proper repair and tire service, and meet qualifications for equipment, technician certification and customer service.

AAA approved Auto Repair benefits include:
- A 24-month/24,000 mile warranty
- Vehicles towed by AAA to AAR facilities will be evaluated within the hour.
- Special AAA Member discounts

Find your local AAA Approved Auto Repair facility at AAA.com/AAR.
ROADSIDE ASSISTANCE POLICY

Roadside Assistance Requests – Each active AAA member is entitled to four (4) roadside assistance requests within their membership year. While each member of multiple-member households is entitled to four (4) requests, these requests may not be combined to allow one member of the household more than four (4) requests per year. For more information, refer to the Membership Comparison Chart at the front of this handbook or the Roadside Assistance Eligibility Requirements section.

Flat Tire Service – If your vehicle’s spare is inflated and/or serviceable, it will be installed to replace a flat tire. If no inflated spare is available, the vehicle will be towed in accordance with the towing provision of your membership.

Fuel Delivery – A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station. Specific brands or octane ratings cannot be promised. Classic members will be charged the current pump price for the fuel. AAA Plus members receive a sufficient supply of fuel free of charge to get to the nearest service station. When fuel delivery is unavailable, towing benefits apply according to the towing provision of your membership.

Lockout Service – If your keys are locked inside your vehicle, service will be sent to gain entrance. If the vehicle key (that operates or provides access to the passenger compartment of the vehicle) is lost or broken, or if the service provider cannot gain entry, AAA shall provide locksmith service up to $50 ($100 for AAA Plus members) or reimbursement of commercial locksmith service up to $50 ($100 for AAA Plus members). If necessary, AAA will also provide tow service in accordance with the towing provision of your membership.

Towing Service* – Your vehicle may be towed back to the facility rendering service or to the destination of your choice up to 5 miles when your vehicle cannot be safely driven after other roadside assistance services have been tried. As a AAA Plus member, you are eligible to have a vehicle towed up to 100 miles. You may incur charges payable to the driver of the responding facility for additional mileage not covered within your membership benefits.

*Emergency Road Service will be provided to eligible vehicles that were in operation immediately prior to disablement, unless prohibited by law.
**Emergency Extrication/Winching** – Your vehicle will be extricated/winched when it can be safely reached from a normally traveled, established thoroughfare. One service vehicle and one technician will be provided at AAA’s expense. A second service vehicle and technician will be provided for up to 60 minutes if needed for AAA Plus members. If special equipment, additional manpower or vehicles are required, the associated costs may be at your expense.

**Battery Service/Jump Start** – Trained technicians will jump start or replace your battery as needed.

**TRIPGUARD® PROTECTION**
Reimbursement up to 72 hours for food, lodging and alternative commercial transportation when on driving trips more than 100 miles from home that leave the vehicle disabled due to a collision. AAA Classic members are covered up to $400 and up to $1,000 for AAA Plus when original receipts and police accident report are supplied.

**LEGAL ASSISTANCE**
Many cases involving traffic violations require legal representation in court. AAA Plus and AAA Premier members are eligible for the reimbursement of attorney’s fees for the defense of vehicle-related charges when there is a plea of not guilty if they are driving a vehicle eligible for AAA Roadside Assistance. While the Legal Assistance reimbursement is dependent upon the charges faced, AAA Plus members are eligible for reimbursements up to $1,000 and AAA Premier members are eligible for up to $1,500 in reimbursements. Additional questions about the Legal Assistance benefit may be directed to AAA Member Relations by contacting 1-800-AAA-HELP.

**$2,000 VEHICLE THEFT REWARD**
In an effort to reduce the theft of members’ vehicles, AAA offers a standing reward of $2,000, on AAA Plus memberships, for information leading to the arrest or conviction of any person stealing, vandalizing or causing hit-and-run damage to a AAA member’s vehicle. The member, employees of AAA and law enforcement officers engaged in the normal performance of their duties are not eligible for this reward.
ROADSIDE ASSISTANCE ELIGIBILITY REQUIREMENTS

ELIGIBLE VEHICLES
Covered service applies to all four-wheeled motor-driven vehicles of the passenger or recreational type (vans, campers and motor homes) if these services can be safely delivered to vehicles that were in operation immediately prior to disablement, unless prohibited by law. Dual-wheeled unloaded pickup trucks are eligible for service if they can be safely delivered with standard operating equipment. Rented passenger vehicles are eligible for service. Commercial vehicles are eligible for service with the exclusion of taxi cabs and limousines.

SCOPE OF SERVICE
Under your membership, roadside assistance service will be provided without charge by the nearest available AAA facility up to the limits of your membership. We select facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and the equipment to make immediate repairs. We will attempt to get you “on the go” as quickly as possible. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Allied Group will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Allied Group will assist you in obtaining lodging or alternate transportation. Some of these locations offer prioritized diagnosis and discounts to AAA members. In many areas, facilities are independent businesses. Responsibility for loss, damage or unsatisfactory workmanship remains with the facility providing service, though AAA will mediate any dispute between the member and the contractor. Certain benefits may vary from AAA club to AAA club.

CHECK, DEBIT/CREDIT CARD ACCEPTANCE
Your personal check and/or debit/credit card will be accepted by any independent contract facility for payment of emergency road service up to $250. A valid membership card and identification must be presented at the time of payment. The name on the check and/or debit/credit card must match the member’s name.

EXTRAORDINARY CIRCUMSTANCES
During severe weather conditions, civil disturbances or national emergencies, service may be temporarily delayed, suspended or limited.

SNOW CONDITIONS
For safety reasons, service will not be rendered to snowbound cars or to cars on unplowed driveways or streets. In addition, the installation or the removal of chains or snow tires is not covered.

EXCESSIVE USE/SERVICE CALL INFORMATION
Emergency road service is not to be used as a substitute for proper vehicle maintenance. Each active AAA member is entitled to four (4) roadside assistance requests within their membership year. While each member of multiple-member households is entitled to four (4) requests, requests may not be combined to allow one member of the household more than four (4) requests per year.

LIMITATIONS
AAA service is designed to render assistance during emergencies. AAA Membership is provided at the sole discretion of AAA. Towing benefit provided to active members to render assistance when an unexpected incident disables and/or makes inoperable a vehicle used by the member for their own transportation. Service will be rendered when the member is with the vehicle, unless the member is unable to do so due to extenuating circumstances. Members are entitled to one service call per disablement. An individual’s Auto Club membership may not be used by a business or organization to provide roadside assistance service for its customers, employees or vehicles. Towing service is only provided for a covered vehicle disablement and 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. Members must present a valid membership card in order to receive service. If the card is not available as proof of membership, the responding facility will require full payment. Save your receipts for reimbursement consideration and submit to AAA within 60 days.
Service does not include the cost of parts or the labor necessary to complete repairs. These are the car owner’s responsibility. AAA cannot guarantee the availability of repair service at its contract stations after regular business hours or on weekends.

Service technicians are required to exercise care and judgment when extricating or towing a vehicle. However, if in their judgment unavoidable damage may occur, the member may be required to sign a liability release form before service is rendered.

Emergency Road Service will be provided to eligible vehicles that were in operation immediately prior to disablement, unless prohibited by law. Towing is not provided for vehicles ordered towed by the police or other entities for alleged violations of the law or applicable ordinances.

**ALTERNATE SERVICE**

If you have attempted to contact AAA directly to obtain Roadside Assistance Service, and AAA service is not available, AAA will attempt to obtain private service for you. Service will be provided in full up to the limits of your membership.

Should you fail to contact us prior to obtaining private service, you will be required to pay for the service, and submit a written explanation, including your membership number and the original receipt to us for consideration. Reimbursement will be limited to what it would have cost AAA to provide the service directly. Reimbursement requests should be addressed to: AAA Allied Group, Attn: Reimbursements, 15 West Central Pkwy., Cincinnati, OH 45202.

In instances where AAA contractor access is legally restricted, reimbursement will be provided in full for a tow back to the responding facility. If the member elects to be towed elsewhere, the tow will be provided in accordance with the towing provisions of the membership type.

**SERVICES NOT INCLUDED**

Without limiting any other rights or remedies it may have, AAA 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, private logging or forest service road)
- Services on vehicles without keys (except when keys are lost or broken)
- Service involving alcohol-or-drug-related incidents, or vehicles ordered impounded or removed by local authorities
- Services on loaded vehicles, which may not be performed safely
- Service when the vehicle is in any location where the service technician cannot perform the service safely and without risk to the member, the service technician, the members’ vehicle or the service truck
- Service to boat, horse, light duty and utility trailers
- Shoveling snow from around a vehicle or cleaning a road or driveway
- Servicing or extrication of vehicles on inaccessible, non-maintained 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; or service on unattended vehicles (exception in case of accident)
- 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 members
3 WAYS TO REQUEST AAA ROADSIDE ASSISTANCE

CALL: 1-800-AAA-HELP (1-800-222-4357) or the number on the back of your card

CLICK: AAA.com/RoadService – Place service requests from your PC or Mac

TOUCH: AAA Mobile – Get the AAA Mobile app on your smartphone or tablet for rapid response. Your current location and specific information about your vehicle’s trouble is automatically sent to AAA.

WHEN MAKING A REQUEST, HAVE THE FOLLOWING INFORMATION READILY AVAILABLE:

- Home or cell phone number
- AAA membership number and renewal date (on front of card)
- Club Code: 007
- Year, make, and color of vehicle
- License plate number and state
- Description of problem
- Detailed location of vehicle (address, landmarks, intersection, city, etc.)

DETACH THIS PAGE AND KEEP THIS IMPORTANT INFORMATION IN YOUR GLOVE COMPARTMENT