

Contact Us!
Member Services
1-800-222-1469

Roadside Assistance
1-800-AAA-HELP

AAA Southern Pennsylvania Stores

Bedford

9613 Lincoln Highway • Bedford, PA 15522

Member Services (814) 623-5196

Travel Agency (814) 623-5197

Insurance (814) 623-2105

M,T,TH,F 9am-5pm WED. 9am-7pm SAT. 9am-Noon

Chambersburg

1666 Lincoln Way East Shopping Center

Chambersburg, PA 17202

Member Services (717) 264-4191

Travel Agency (717) 264-5251

Insurance (717) 267-3734

M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

Hanover

Clearview Shopping Center • Hanover, PA 17331

Member Services (717) 637-2400

Travel Agency (717) 637-7878

Insurance (717) 637-0670

M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

Johnstown

The Galleria • 500 Galleria Dr. • Johnstown, PA 15904

Member Services (814) 269-3641

Travel Agency (814) 269-4246

Insurance (814) 269-4674

M,T,TH,F 10am-6pm WED. 10am-8pm SAT. 10am-2pm

Lock Haven

12 Oriole Rd. • Lock Haven, PA 17745

Member Services (570) 748-2405

Travel Agency (570) 748-5115

Insurance (570) 748-0890

M-F 9am - 5pm

Shrewsbury

Shrewsbury Square Shopping Center

14625 Mt. Airy Rd. • Shrewsbury, PA 17361

Member Services (717) 235-7883

Travel Agency (717) 235-0220

Insurance (717) 235-7618

M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

State College

200 Shiloh Rd. • State College, PA 16801

Member Services (814) 237-0305

Travel Agency (814) 237-2701

Insurance (814) 237-0344

M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

York

2840 Eastern Blvd. • York, PA 17402

Member Services, Travel Agency, Insurance (717) 600-8700

M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm



Member Handbook



**Membership • Automotive • Discounts
Travel • Insurance • Financial Services**

Table of Contents

Membership

1-4

Primary Membership, Associate Membership, Adding on the Benefits of Plus or Premier, Membership Coverage Comparison, Your Membership Card, Gift Memberships

Auto Travel

4

Maps and TripTiks®, TourBook® Guides, Reservations

AAA Travel Agency

5-6

Group Cruises & Tours, Cruise the World with AAA, Disney® Travel Packages, Special Member Benefits, Airline Tickets/Reservations, Hotel/Motel Reservations, Hertz Rental Car, Passport Photo Service, Foreign Maps and Tour Guides, International Driving Permit, Travel Insurance

Insurance

7

Auto Insurance, Homeowner's, Condo and Renter's Insurance, Life Insurance, Recreational

Financial Services

8-9

AAA Member Rewards Visa® Credit Card, CDs, IRAs, Money Markets, Foreign Currency, Visa TravelMoney Card®, AAA Visa Gift Card, TurboTax®, Student Lending

Additional Benefits & Services 10-11

AAA Club Publication, AAA.com, \$1,000 Auto Theft Reward Protection, Emergency Check Cashing, License & Title Service, Safety and Traffic Services, Safe Driving for Mature Operators, E-ZPass

Automotive:

Repair, Maintenance, Purchasing

11

Approved Auto Repair Program, Approved Auto Buying, Auto Loans

AAA Member Discounts

12-13

Luggage Store, AAA Prescription Savings, AAA Discounted Attraction and Theme Park Tickets, Travel, Automotive & Transportation, Save on Food & Fun

Roadside Assistance

15-20

Who Provides Service, Who is Covered, Eligible Vehicles, Roadside Services, Towing Services, Accident Towing, Lockout Service, Fuel Delivery, Weather Emergencies, Allowable Services Calls, Alternate Service, Emergency Repair Check Acceptance, Trip Interruption, How to Obtain Service, When You Call, Service Comments

Privacy Policy

21



Welcome to AAA Membership!

Membership

Primary Membership

A Primary membership protects an individual or first enrolled in the household.

Associate Membership

Extends AAA services to the Primary member's spouse or other household members residing at the same address, including any children away at college. Associate members must maintain the same level of membership as the Primary member.

Adding on the Benefits of Plus or Premier*

AAA Plus, when added to your Basic Membership plan, provides 100 miles of free towing, increased road service protection, higher limits on Trip Interruption Protection and much more! There is a 72 hour waiting period for new or upgrading members to be eligible for Plus road service benefits. AAA Plus benefits will be noted throughout this handbook.

AAA Premier, when added to your Plus membership plan, provides you with more benefits and services than ever to get assistance whenever and wherever you need it. Whether it is getting into your own home when you've locked yourself out or getting destination information for your European vacation, receive AAA's highest level of coverage available. There is a 72 hour waiting period for new or upgrading members to be eligible for Premier road service benefits.

*Please review the membership coverage comparison chart on the following page to compare Basic, AAA Plus and AAA Premier coverage.

Choose The Right AAA Membership Plan For You

AAA Basic Benefits



AAA Plus® Benefits



AAA Premier® Benefits



Towing	Back to responding facility or up to 3 miles	Up to 100 miles in any direction	Up to 200 miles on one service call per household per membership year; up to 100 miles on remaining calls.
Auto Lockout Service	Up to \$50 for parts & labor	Up to \$100 for parts & labor	Up to \$100 for parts & labor
Emergency Fuel Delivery	Member pays prevailing price for fuel	Free emergency supply of fuel	Free emergency supply of fuel
Extrication & Winching	Provides one rescue vehicle & technician	Provides 2nd rescue vehicle & 2nd technician up to 1 hour	Provides 2nd rescue vehicle & 2nd technician up to 1 hour
Trip Interruption	Protection up to \$200 if vehicle is disabled due to collision	Protection up to \$700 if vehicle is disabled due to collision	Protection up to \$1,500 if vehicle is disabled due to collision or breakdown
Travel Accident Insurance	Available for purchase	\$300,000 when booked with AAA Southern Pennsylvania	\$300,000 when booked with AAA Southern Pennsylvania
Complimentary Rental Car	Not Available	Not Available	One free car rental day from Hertz in conjunction with a non-collision tow
Home Lockout Service	Not Available	Not Available	Up to \$100 reimbursement per household per membership year
24-Hour Travel Concierge Services	Not Available	Not Available	Exclusive toll-free number for personal travel services, event tickets, restaurant reservations, tee times and more
Hertz Gold Plus Rewards	Free for one year	Free for one year	Free for one year
Vehicle Return	Not Available	Not Available	Up to \$500
24-Hour Emergency & Travel Assistance over 100 Miles From Home	Available for purchase	Available for purchase	Free

Restrictions apply. Member benefits are subject to change without notice. This chart is only a partial description of benefits. Review this handbook for more information regarding AAA Basic and AAA Plus benefits.

For complete AAA Premier benefits and details, see the AAA Premier handbook, visit your local AAA Southern Pennsylvania Store, visit AAA.com, or call 1-800-222-1469.

Your Membership Card

Your AAA Card is issued for your personal use. Carry it with you at all times. As a member, you are covered for roadside assistance whether you're a driver or a passenger in any eligible vehicle. Your card identifies you as a Club member and allows you to take advantage of all the benefits and services provided with your membership. When requesting service, it is important to have your current membership card and valid I.D. available.



Gift Memberships

AAA membership is a great gift idea. Call or visit one of our branch offices to purchase a gift membership. Birthdays, holidays, graduations, Mother's day - any day of the year is a perfect time to give the gift of AAA membership.

Auto Travel



AAA's Auto Travel counselors are ready to serve you. We'll save you time and money by highlighting the best route to your destination and whenever possible, steering you around delays.

Maps & TripTiks®

AAA can prepare personalized routings, which can include our famous

TripTik® routings. This is a specially marked map giving you directions, to and from addresses, cities, airports and attractions. Enjoy detailed maps and narrative directions plus construction and scenic highway information shown right on your route. In addition to TripTiks®, we stock many regional, state, and city maps.

Although you can get these at any branch office, you can also print out your own directions right at home on AAA.com.

TourBook® Guides

AAA's TourBook® guides are your reference to the cities, states and provinces you plan to visit. They include descriptions of points of interest, geography, climate, transportation, local laws, maps, restaurants, and lodging. You'll also find exclusive AAA member discounts offered by area accommodations and attractions.

Reservations

At no charge, we can make confirmed reservations for you at hotels, motels and vacation resorts. You can also make reservations at our website, AAA.com, or by calling the establishments listed in the TourBook® guides. Accommodations in the TourBook® guides are rigorously inspected at least once a year and have been found to meet AAA's exacting standards for quality.

AAA Travel Agency

AAA Travel Agents can arrange every detail of your trip, whether you are traveling by plane, ship, rail or auto. We are ready to assist you in the selection of a vacation destination and will make a recommendation tailored to your individual interests and budget.

Group Cruises & Tours

Travel on a AAA Escorted group tour or cruise—our experienced escorts will make your trip hassle-free. Want to travel for FREE? Learn how by letting AAA arrange a trip for your family and friends. Whether it is a family reunion at Walt Disney World® Resort, or a high school reunion on a cruise ship, we will design the perfect vacation from our Travel Programs Department.

AAA Vacations®

Exciting itineraries, engaging experiences and exclusive values make AAA Vacations® unmatched in the marketplace. Whether your perfect escape is taking a cruise, exploring new cultures or an eco-adventure, AAA Vacations® has the ideal itinerary, with exclusive amenities. And AAA Members automatically receive 24/7 Member Care and Best Price Guarantee.*

**If you make a booking for a qualifying AAA Vacations® cruise or tour package, and you find a valid better rate for the exact itinerary within 24 hours of our booking, AAA Vacations® will match the lower rate and send you a \$50 future travel credit certificate. Certain restrictions apply. Visit AAA.com/AAAVacations for full details.*

Cruise the World with AAA

Whether you are a first-time cruiser or a veteran of the seas, planning a cruise is an exciting experience. And to make the process easier, our travel experts have the latest itineraries and pricing at their fingertips. Plus, we have an Online Cruise Booking Engine that lets you pick from thousands of incredible itineraries and hundreds of extraordinary ports of call. With the Online Cruise Booking Engine, you can view itineraries, compare pricing and even view pictures of the cabins and ships to make sure you find what you are looking for. Just log on to AAA.com

Disney® Travel Packages

Your dreams of a magical vacation come true when you choose Disney and AAA.

Special Member Benefits

As a AAA member, you receive special value-added benefits from our preferred partners including major cruise lines, tour companies and entertainment destinations. These percentage-off discounts or special AAA member-only travel benefits can provide substantial savings or added value on your next vacation experience.

Airline Tickets/Reservations

Whether it's in person, by phone, or on AAA.com, you can make all your air travel arrangements with AAA. Instead of searching multiple airlines to get their current rates, let us find you the flight that meets your schedule and budget. Since we have access to the latest pricing and scheduling of the airlines, we can find exactly what you are looking for.*

**service fee applies*

Hotel/Motel Reservations

AAA can find you the hotel that fulfills your needs. Plus, with our Discounts & RewardsSM program, certain hotels and resorts guarantee

AAA members the lowest rate available at the time of booking. Call toll-free for members-only discounts and reservations at AAA approved hotels 1-866-AAA-SAVE.

Hertz Rental Car

AAA members are entitled to special discounts on rental cars from Hertz. All you need is your current AAA membership card and a special Hertz discount card, which is available from your local office. To take advantage of these discounts, just call your AAA Travel Agency. Our travel counselors will make your car rental reservations for you along with your other travel plans.

Hertz Exclusive #1 Club Gold

Every AAA member should also be a member of Hertz #1 Club Gold to receive the fastest, most convenient service in the car rental industry, and, most importantly, automatic inclusion of the AAA Hertz Discount Code in their reservation! **And, all AAA members can enjoy the benefits of Hertz Gold service for FREE!** To enroll, simply go to AAA.com/Hertz and complete the membership application.

Passport Photo Service

Instant passport photo service is available at AAA Southern Pennsylvania offices during normal business hours. No appointments are necessary. Members will receive color photos which are valid for passports, visas and international driving permits.

Note: AAA Southern Pennsylvania Plus and AAA Premier Members may receive 2 free photo sets per year. Basic members pay a low fee.

Foreign Maps and Tour Guides

Informative AAA Foreign tour guides and maps make your travel abroad more enjoyable. There are guides for the Caribbean, Europe maps, and city guides which are offered to members at reduced prices.

International Driving Permit

International Driving Permits (IDP) are internationally accepted documents that quickly identify you to foreign officials and expedite all matters pertaining to driving while you are overseas.

Travel Insurance

AAA Southern Pennsylvania offers optional trip cancellation, travel accident and hospitalization coverages. Before leaving on your trip check with your agent for the best coverage to protect your investment.

Note: AAA Plus and AAA Premier members receive \$300,000 in Travel Accident Insurance when they book through AAA Southern Pennsylvania Travel Agency.



Insurance



AAA Southern Pennsylvania offers a complete and full-service Insurance Agency. We can find you the most competitive rate available that includes what you want and need in a policy. Even if you think that you have all the insurance you need, we would be happy to evaluate your existing coverages at no charge or obligation and show you how your premium and benefits compare with our protection plans. AAA Plus and AAA Premier members receive \$300,000 in Travel Accident Insurance when they book through AAA Southern Pennsylvania Travel Agency.

Auto Insurance

Auto insurance available through AAA Southern Pennsylvania provides high-quality coverage at affordable rates. AAA Insurance also offers a discount to AAA members.

Homeowner's, Condo and Renter's Insurance

Whether you rent or own your home or condominium, we can provide the property and personal liability coverage you need for solid financial protection.

Life Insurance

Choose either term or permanent life insurance to protect your family's financial interests.

Recreational

AAA Southern Pennsylvania also has coverage available for motorcycles, ATV's, snowmobiles, boats, watercrafts, motor homes, travel trailers, and antique vehicles.

Get a quote for AAA Insurance and discover the value and neighborhood convenience.

For more details on all of our insurance products, call 1-800-222-1469 or visit AAA.com.



Financial Services



AAA Member Rewards Visa® Credit Card

A value-packed credit card that allows you to earn points on every purchase¹ and then to redeem them for cash, travel, and more. Best of all, there are no tiers and no limits on points!

TRIPLE points for qualifying AAA and travel purchases

DOUBLE points for gas, grocery store and drugstore purchases

SINGLE point per dollar for all other purchases

This impressive rewards program includes things like AAA Vouchers for purchases at AAA branches (including AAA Travel) as well as for repairs, tires and bodywork at AAA-Approved Auto Repair facilities. Or, redeem your points for cash back and gift cards redeemable at more than 100 national retailers and restaurants.

¹For information about the rates, fees, other costs and benefits associated with the use of this card, visit AAA.com/creditcard.

How You Earn Points: You earn points when you use your card to make purchases, minus returns, credits and adjustments ("Purchases"). The following transactions are not considered Purchases and will not earn points: Balance Transfers and Cash Advances (each as defined in your Credit Card Agreement), fees, interest charges, fraudulent transactions and certain other charges. **1 Point:** Earn 1 point for every \$1 of Purchases charged to the credit card each billing cycle. **2 Points:** Earn 2 points per \$1 for Purchases made with the card at any eligible gas, grocery store or pharmacy retail merchant categories as designated by Bank of America. **3 Points:** Earn 3 points per \$1 for Purchases made with the card through any participating AAA Club when AAA is the merchant of record, or at eligible retail travel merchant categories as designated by Bank of America. **Points Expiration:** Points expire 5 years after the month they were earned. **Rewards Program Rules:** Program Rules containing additional details will be sent to you with your new account materials. Other significant terms apply. Program subject to change.

This credit card program is issued and administered by Bank of America, N.A. Visa and Visa Signature are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc.

CDs, IRAs, and Money Markets

AAA has entered into an agreement with Discover Bank to offer members Certificates of Deposit, Money Market accounts, and IRAs at attractive rates.

- FDIC insured up to \$250,000 per depositor
- No minimum opening balance requirements
- Debit Card and Paper check access to Money Market Accounts
- Account opening and management through secure on-line access, telephone and mail

Foreign Currency

Carry local cash in your pocket wherever you are going.

- Over 100 different currencies available
- Avoid expensive exchange fees when purchased before you leave home
- Limited Tip Paks available for immediate purchase*

*shipping fee applies

Visa TravelMoneyCard®

Use at any Visa merchants that accept debit cards and Visa ATMs to withdraw your travel funds when and where you need them. Accepted at millions of locations that accept Visa debit cards and over one million Visa ATMs.

AAA Visa Gift Card

Perfect for any occasion, the AAA Visa Gift Card puts a world of shopping possibilities in the hands of the gift recipient. Choose any amount you want to give between \$10 and \$500.

TurboTax®

AAA Southern Pennsylvania membership enables members to save up to \$20 at TurboTax® OnlineSM Federal Products. In addition, some simple federal returns can be filed free of charge.

Student Lending

Student loans offer an ideal solution for families that have a gap in funding the student's education.

Visit www.AAA.com or any AAA Southern Pennsylvania office for complete details.



Additional Benefits and Services

AAA Club Publication

Your Club's magazine is published exclusively for AAA Members. Included as part of your AAA membership, this colorful, informative publication is sent directly to your home six times a year to help keep you up to date on benefits, services and other opportunities available to you as a member. Additionally, you will enjoy colorful photography and entertaining



features on travel, dining, shopping, and much more. Check a wide variety of travel specials, search TourBook® information, international destination reports, hotels, flights, and car rentals. Request information or make online reservations. Book your next cruise or tour online.

Need directions or a TripTik® in a hurry but don't have time to stop at one of our AAA offices? Log on to AAA.com and print TripTiks®, browse TourBooks® and view maps right from your home.

\$1,000 Auto Theft Reward Protection

AAA will pay a reward to anyone providing information leading to the arrest and conviction of anyone who steals or vandalizes your car. Payment of the reward is to anyone other than law enforcement officers engaged in the normal performance of duty, the owners of the vehicle or to a member of the immediate family.

Note: A reward of \$2,000 will be presented on behalf of AAA Plus or AAA Premier members.

Emergency Check Cashing

Your AAA membership allows you to cash a personal check up to \$100 for emergency purposes at any of the nearly 1,000 AAA offices nationwide. Simply present your membership card along with any other acceptable identification.

License & Title Service

AAA Southern Pennsylvania offices can issue license plates for you; help with title registration and transfers, renew registrations and assist with other license needs.

Safety and Traffic Services

AAA Southern Pennsylvania supports hundreds of safety patrol boys and girls; high school driver education; truck, school bus and motorcycle safety programs; traffic and research engineering programs and more.

Driver Improvement Program

AAAA Driver Improvement courses are geared toward those who wish to improve their knowledge and understanding of driving, as well as seniors, considered "mature operators", who might need a refresher course on driving laws and information.

Driver Improvement courses are two-day, four-hour sessions taught by a certified instructor. There are no written exams or on-road driving tests. After completing the course, students will receive a certificate of completion for insurance or job requirement purposes. Some insurance companies will offer an insurance discount upon completion of the class; for more details, contact your insurance agent

E-ZPass

AAA Southern Pennsylvania has partnered with the Pennsylvania Turnpike Commission to sell E-ZPass transponders.

Automotive



Approved Auto Repair Program

AAA's Approved Auto Repair Program (AAR) helps members find quality auto repair facilities. Facilities approved by AAA have met stringent requirements in the areas of customer service, facility appearance, staff qualifications and training and equipment. Approved facilities guarantee effectiveness of repairs, parts, labor or components for 24 months or 24,000 miles, whichever comes first. And don't forget that many of these same facilities participate in the Discount & RewardsSM program. Visit AAA.com for complete details.

Auto Buying

Choose the car you want, and then get your upfront protected price for that vehicle. Also, be able to compare your price against what others have paid for the exact same vehicle according to Kelley Blue Book and other industry sources. The program is easy to use.

- Simply visit AAA.com/autobuying
- Build your new car based on your preferences
- See your guaranteed upfront price
- Select from a list of Certified Dealers
- Contact the AAA dealer representative to schedule a test drive and discuss availability of car and option
- Visit the dealer to buy your new car

AAA Member Discounts

Luggage Store

Whether your travels take you by sea, air, road, or rail, AAA Southern Pennsylvania offers a comprehensive Luggage and Travel Accessory Store at each of our branch locations. AAA members receive an additional discount off already low prices. The store features top brands in luggage, duffels, rolling backpacks and totes of all sizes and styles. Plus, we have a wide variety of travel accessories such as current converters, neck pillows, baggage tags, money belts, travel locks and more! Also, AAA has merchandise specially for those "kids on the go!" Parents and grandparents can select from Auto travel games, back packs, kids' luggage and much more! Great for back to school and perfect for gift-giving.



AAA Prescription Savings

AAA members save an average of 24% at over 52,000 participating pharmacies nationwide. Save money on prescriptions for yourself, your children, and even your pets. For program information and locations, visit AAA.com/prescriptions or call 866-AAA-SAVE.

AAA Discounted Attraction and Theme Park Tickets

Save money when you purchase discounted attraction, movie, and theme park tickets at your local AAA office. Because these ticket prices are not available at the gate, you must plan ahead to take advantage of these terrific savings. Visit AAA.com for current ticket pricing.

Hotels

Save every day with leading hotels, including Best Western, Hilton Worldwide, Hyatt Hotels & Resorts, Marriott Hotels & Resorts and Starwood Hotels & Resorts. AAA.com/greatrates or call 1-866-222-7283

Automotive & Transportation

Receive exclusive AAA member discounts on Hertz car rentals, Penske Truck Rentals, Amtrak, and more!

Save on Food & Fun

Save at many favorite local eateries, and restaurants like the Hard Rock Café!



DISCOUNTS REWARDSSM

SAVE MONEY when you show your AAA card at thousands of participating businesses at home and around the world. Look for the Discounts & RewardsSM sign, or visit AAA.com/discounts for a complete list of participating businesses and discount details.

DIRECTV

New subscribers save an extra \$200. Offer not valid for existing DIRECTV customers. AAA.com/directv or 1-800-370-3578



Hertz[®]

Save on daily, weekend, weekly and monthly rentals with discounts and benefits plus promotional offers.

AAA.com/hertz or 1-800-654-3080

Hertz[®]

LensCrafters[®], Pearle Vision[®] Sears Optical[®], Target Optical[®]

30% off complete pairs of eyewear, sunglasses and accessories. AAA.com/visionsavings

PEARLE VISION

LENSCRAFTERS

OPTICAL

Sears
Optical

Payless ShoeSource[®]

10% off regularly priced shoes and accessories.

Payless
SHOESOURCE[®]

Penske Truck Rental

Up to 20% off one-way truck rentals booked online; 12% on local rentals and moving supplies. PenskeTruckRental.com or 1-877-222-7924



Check out AAA.com/searchfordiscounts for thousands of places to save.

Offers subject to change without notice. Some restrictions apply. Visit AAA.com/restrictions for details.

Roadside Assistance

Who Provides Service

Roadside Assistance is performed by independent service facilities, which are not employed by AAA. AAA has attempted to secure reliable, competent facilities to service the needs of its members. However, AAA cannot be responsible for the negligence, misfeasance, non-performance, or any other act performed by the service facilities or their employees who are independent contractors and at no time are to be considered agents of AAA. The Club will assist by mediating unresolved issues.

We select independent service facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and equipment to make repairs. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Southern Pennsylvania will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Southern Pennsylvania will assist you in obtaining, at your expense, lodging or alternative transportation.

Who is Covered

AAA membership covers you, the member, not your vehicle. Service will not be provided to a non-member even if he or she is in possession of and driving a member's car. After 72 hours of becoming a new AAA member, your Roadside Assistance privileges are activated. At this time, you will be able to obtain Roadside Assistance for any eligible vehicle that you are driving or riding in at the time of disablement.



Eligible Vehicles

Service applies to all four-wheeled motor vehicles of the passenger, pleasure or recreational type vans, campers and motor homes regardless of license plate designation, if those services can be safely rendered. Emergency Road Services will be provided to eligible vehicles that were in operation immediately prior to disablement. Dual wheel campers/motor homes are eligible for all services except towing, extrication/wincing and tire service. Dual wheel unloaded pickup trucks are eligible for all services except tire service. Rented passenger vehicles and commercial vehicles are eligible for service with the exception of taxi cabs and limousines.

TIRE SERVICE	BATTERY SERVICE	FUEL DELIVERY	TOWING SERVICE	LOCKOUT SERVICE	EXTRICATION WINCHING	FOUR WHEELED MOTORIZED VEHICLES
X	X	X	X	X	X	Automobiles/Mini vans/ SUVs (including Rental Vehicles)
X	X	X	X	X	X	Motorized Campers/Motor Homes/RVs
X	X	X	X	X	X	Pickups (Unloaded)
X	X	X	X	X	X	Vans (Unloaded)
X	X	X	X	X	X	Commercial (Except for Taxi Cabs and Limos)

TIRE SERVICE	BATTERY SERVICE	FUEL DELIVERY	TOWING SERVICE	LOCKOUT SERVICE	EXTRICATION WINCHING	DUAL WHEELED MOTORIZED VEHICLES
N/A	X	X	X	X	X	Pickups (Unloaded)
N/A	X	X	N/A	X	N/A	Motorized Campers/Motor Homes/RVs



Roadside Services

Mechanical Adjustments

Minor/temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power. Cost of parts or materials is at the owner's expense. If the car cannot be started, towing service will be provided.

Battery Boost

A battery boost will be provided in an attempt to start your vehicle.

Battery Replacement Service

In selected areas, when a AAA member calls for assistance or submits a request online and the problem is believed to be battery-related, a mobile battery replacement vehicle may be dispatched. A trained specialist will test the battery and the vehicle charging system. If the battery needs to be replaced, the member can request to purchase one, and the specialist will install one on the spot for most cars.

Tire Service

If your vehicle's spare is inflated and serviceable, it will be installed to replace a flat tire. If no inflated spare or serviceable tire is available, the vehicle will be towed. It is not recommended to use spare tires with excessive rust around the wheel-mounting surface.

Extrication and Winching Service

Your vehicle will be extricated/winched when it can be safely reached from a state or locally maintained road or established thoroughfare by a service vehicle. If additional help is needed, you may opt to pay for additional services, and the contractor may utilize additional persons or equipment (where available) that are needed to free your vehicle.

Service does not include or extend to:

- Snowbound vehicle recovery. (Service providers are not required to shovel snow, mud, dirt, or sand to clear obstructed roadways or driveways; or enter areas unsuitable for vehicular traffic.)
- Recovery of vehicles which are driven off regularly traveled roads, such as on beaches, vacant lots, playgrounds, creek beds, open fields, boat ramps, or forest.

Note: AAA Plus and AAA Premier provides coverage to include the delivery of services by a second truck & operator for one (1) hour at the scene.

Towing Services

When your vehicle cannot be safely driven after attempting any of the listed roadside services, unless prohibited by law, your vehicle will be towed one time per disablement at no charge to your choice of one of the following:

- To the Roadside Assistance facility rendering the service.
- To a maximum of three (3) miles in any direction from the point of disablement.

If the vehicle requires towing, the member or designated agent may be required to accompany the tow driver to the tow destination. We reserve the right to refuse a tow from a repair facility.

Charges for service that exceed the benefits listed will be at the prevailing hourly or mileage rate of the region where service is provided. Additional miles are payable by the member to the responding facility.

Note: AAA Plus provides up to 100 miles of free towing in any direction from the point of disablement to the destination of your choice. AAA Premier members are entitled to one (1) 200-mile tow per household in a membership year. The remaining eligible service calls can be for tows of up to 100 miles from the point of disablement.

Accident Towing

Service will be provided in accordance with AAA Southern Pennsylvania Towing Service. To avoid any delay of covered services when there are any injuries, property damage or non-drivable vehicle, please report your incident to the appropriate authorities prior to calling AAA. For liability purposes, the Roadside Assistance provider will require a police officer or an incident report to be present prior to them servicing and/or towing a vehicle from an accident scene when there are any injuries or property damage.

Lockout Service

If your keys are locked inside the vehicle, service will be sent to gain entrance.

If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 or reimbursement for commercial locksmith service up to \$50 will be provided. In cases where the vehicle cannot be made operable, towing services will be provided in accordance with AAA Southern Pennsylvania towing provision.

Note: AAA Plus & AAA Premier provide added coverage or reimbursement up to \$100 in parts & labor for locksmith service, if such service is required to unlock your vehicle or make it operable.

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 rating cannot be promised. You will be charged the current pump price for the fuel.

Note: AAA Plus & AAA Premier provide, at no additional cost, a sufficient amount of fuel to enable you to reach the nearest service station.

Weather Emergencies

Although AAA offers 24 hour coast-to-coast service, it cannot guarantee timely service under all conditions and circumstances, or at high demand period when Club and Roadside Assistance facilities are overtaxed. Delays are sometimes unavoidable. During severe and extended storm periods when all available garages and manpower are required to aid members whose cars are disabled on streets and highways, the Club reserves the right to suspend or defer service to members whose cars are in a place of safety, such as storage, parking lots, or in a member's own driveway or garage.

Allowable Service Calls

Any member requiring more than four (4) Roadside Assistance calls in a membership year will be charged for the fifth and each call thereafter by the facility rendering the service or billed by the Club. Also, no reimbursements will be made when the four-call limit is exceeded. In fairness to all AAA members, AAA Southern Pennsylvania cannot provide service repeatedly on an automobile. In the best interest of our members, the activity of roadside assistance is monitored to ensure a reasonably priced membership. A membership used three (3) or more times a year within three consecutive years for road service is defined as an excessive roadside assistance user and will be reviewed by Club Management. AAA Southern Pennsylvania reserves the right to deny renewal of membership or cancel a membership at any time.

Alternate Service

If you have followed the procedure outlined to obtain Roadside Assistance and AAA service is not available, or AAA contractor access is restricted (toll roads, limited access highways), the club will provide reimbursement for covered services at the prevailing commercial rate for the region. Reimbursement on restricted access roads may be limited to the cost of towing the vehicle to the nearest exit or responding garage, at the member's discretion.

If AAA service was available but not requested, reimbursement may be limited to the amount the club would normally have paid for the covered service.

You must request and submit a reimbursement form and the original paid receipt within thirty (30) days of service for consideration. The club may adjust or deny reimbursement for service provided by individuals or companies not normally engaged in providing Roadside Assistance. Alternate Service Reimbursement Consideration forms may be obtained by calling your local AAA Southern Pennsylvania office or contacting us online at www.AAA.com.

Emergency Repair Check Acceptance

Your personal check, credit/debit card will be accepted by any independent contract facility for payment of emergency road services or repairs for AAA members for up to \$250.00. A valid membership card and identification must be presented at the time of payment. Name on the check, credit/debit card must match the member's name.

Trip Interruption

Should you have a disabling collision 100 miles or more away from home, AAA will reimburse you up to \$200 for unexpected expenses. Should a



disabling collision delay your trip 24 hours or more, your reimbursement will include one of the following: meals and lodging; car rental; or commercial transportation.

The benefit applies to expenses incurred in the continental United States and Canada up to a maximum of 3 days (72 hours) from the time of accident. Claim forms, which can be obtained at any AAA Southern Pennsylvania office, must be submitted within 60 days of the loss.

Original itemized receipts, a copy of the police report, and a paid receipt for auto repair or insurance carrier document stating vehicle is totaled should be submitted with the claim form for reimbursement consideration.

Note: AAA Plus members are reimbursed up to \$700 for covered expenses. AAA Premier members are reimbursed up to \$1,500 for covered expenses.

How to Obtain Service

By Phone – Please call 800/AAA-HELP (222-4357). This information is printed on your membership card.

By Internet – Members can also request Roadside Assistance at AAA.com/Roadside.

AAA App – Request Roadside Assistance on the AAA mobile app, available for iPhones, iPads and Android devices. Download from the App Store or get it on Google play.





When You Call

When calling for Roadside Assistance, please have the following information ready:

1. Your membership number.*
2. Your club name (AAA Southern Pennsylvania).*
3. Your club code number (238).*
4. Specific location of your disabled vehicle (know the cross streets near your vehicle).
5. A description of your vehicle (make, model, year, color, wheel drive).
6. The nature of the problem.
7. The telephone number from which you're calling

*Listed on the front of your membership card.

After you call for assistance, please stay where you can watch your vehicle, or make arrangements so you will know when the service vehicle arrives. You will be asked to present a valid membership card and second form of ID (i.e., driver's license). If your vehicle is made drivable before the Roadside Assistance vehicle arrives, please call back and cancel your request.

Note: Roadside Assistance guidelines are subject to change without notice. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Southern Pennsylvania will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Southern Pennsylvania will assist you in obtaining lodging or alternative transportation

Service Comments

It is our goal to provide you with the highest level of Roadside Assistance available. Service may vary from club to club, but at no time will service to AAA affiliated club members throughout the United States, and Canada be less than quality standards required by National AAA.

Help us maintain these high standards of Roadside Assistance. Any comments you may have will enable us to continually improve our services. Please address your comments to:

**AAA Southern Pennsylvania
Attn: Automotive Services
2840 Eastern Boulevard, York, PA 17402**

or you may contact us online at AAA.com

Privacy Policy

AAA Southern Pennsylvania respects and protects the privacy of the individuals who obtain services from us. This privacy notice outlines how we handle information we learn about you.

What Information Do We Collect?

We collect nonpublic personal information about you from the following sources: information we receive from you on applications or other forms, such as your name, address and social security number; information about your transactions with us or others, including a record of goods and services you have purchased from us and data that is collected when your membership card is swiped by a merchant participating in a joint marketing agreement with AAA; information we may purchase from third parties, such as demographic information; and information you provide when using our website.

AAA Southern Pennsylvania uses the collected nonpublic personal information for the purpose of providing personalized services to you, which includes communicating separately with you and providing you with additional information about the products and services that you have purchased from us or that we may offer.

With Whom Does AAA Southern Pennsylvania Share Information?

We DO NOT SELL the information described to anyone. However, we may share the information described above within the AAA Southern Pennsylvania family of companies. This includes our Motor Club, Travel Agency and Insurance Agency.

Furthermore, we may disclose the information we collect, as described above, to companies and business partners who assist us in making certain products and services available to our members as benefits of their membership, or to companies that perform marketing services on our behalf.

We may also disclose nonpublic personal information about you to nonaffiliated third parties as permitted by law. Further, we will disclose personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to (a) conform to the edicts of the law or comply with legal process served upon us; (b) protect and defend the rights of AAA Southern Pennsylvania; or (c) act in urgent circumstances to protect the personal safety of our members or the public.

Opt Out

While we are permitted by law to disclose the information collected within the AAA family and to non-affiliated parties with whom we have joint marketing agreements, we respect your privacy. If you prefer that we not disclose nonpublic personal information about you to non-affiliated third parties, you may opt out of those disclosures. In other words, you may direct us not to make those disclosures, other than those required by law. If you wish to opt out of disclosures to non-affiliated third parties, you may contact us at 1-800-222-1469.

To opt out when using your AAA membership card for discounts at participating merchants, simply ask the merchant not to swipe your card.

Security

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.