MEMBER GUIDE

- EMERGENCY ROAD SERVICE
- AUTO TRAVEL PLANNING SERVICES
- TRAVEL AGENCY SERVICES
- INSURANCE SERVICES
- DISCOUNTS & REWARDS
- AND MUCH MORE!
AAA’s Basic Belief

We exist for our members and will judge everything we do by how well it serves their needs.

President’s Message

Dear Valued AAA Member:

Welcome to AAA.

Congratulations! As a new AAA member, you now have complete access to an array of valuable services to make your driving and traveling experiences more secure and enjoyable.

Your new membership entitles you to all the free and discounted services listed in this Member Guide. Take a few minutes to discover how many ways AAA can help you save time and money, as well as reduce your driving hassles and headaches.

Whenever you need help, AAA will be nearby with more than 1,000 branch offices across the country and 13,000 emergency road service facilities anywhere you go in the U.S.A. and Canada. AAA emergency roadside assistance is available 24 hours a day, 365 days a year.

It’s no wonder the association has grown to more than 59 million members since its inception in 1902. AAA has never lost sight of its mission to provide quality service to each and every member.

All the information you need about your new membership (and how to obtain AAA services) is described in this Member Guide.

After you have the opportunity to review the services, we recommend you keep this booklet in a handy place for easy reference.

We encourage you to make the most of your membership.

Sincerely,

James E. Lehman
President
Your AAA membership entitles you to AAA services and benefits. It’s easy to obtain AAA services, simply:

- Call or visit any AAA branch office
- Visit AAA.com

**Your Membership Card is Valuable!**

Remember, your membership is personal - it belongs only to you and is not transferable to a non-member.

Because AAA membership covers the individual, not the family or household car, it is essential that all eligible members in the household have their own membership card to receive services and benefits. With AAA membership cards, you and your household members will be able to request AAA road service no matter what car the member is driving or riding in as a passenger.

**Your Membership Dues**

Membership dues are billed annually or monthly. Memberships renew annually. Your membership card is valid until the date printed on it, as long as you are a member in good standing. To remain a member in good standing, be sure to pay your membership dues before your current year expires for annual dues, or each month for monthly dues. An annual $1 subscription to the *Motorist/Traveler* is included in the membership dues. This amount cannot be deducted.

**Annual Dues**

Your renewal payment is due as of your membership expiration date. We accept renewal payments up to 90 days after your membership expiration date. If you renew your membership prior to your membership expiration date or within 90 days thereafter, your original membership number, membership join date and membership expiration date will remain unchanged and your renewed membership term will expire one year from your membership expiration date, even if such new expiration date is less than one year from the date you paid for your renewal. AAA East Central will continue to provide most membership benefits and services to you after your membership expiration date for a limited period of time; however, if you do not renew, you will be billed a service charge for certain services used during such period.

If you prefer not to renew, you may purchase a new membership at any time subject to all applicable new membership policies. New memberships are issued with new membership numbers, no prior “membership years,” and may require payment of certain non-refundable fees, such as a new member admission fee. New memberships expire one year (excluding special offers and
promotions) from the membership join date.

Returned check and electronic check payments may be re-presented for payment and will be subject to a returned payment fee, which may be debited electronically.

**AAA Auto Pay - Annual Dues**

By enrolling in AAA Auto Pay for annual dues, your AAA membership will automatically renew annually unless you contact us to cancel. We will send a statement of your current services and renewal dues amount no less than 30 days prior to the expiration of your annual membership. Unless you contact us to make changes, cancel automatic payments or cancel your membership, we will automatically renew your membership and charge the dues shown on your statement approximately 10 to 15 days prior to your expiration date from your debit/credit card account on file or approximately the business day before your expiration date from your checking account on file.

**Monthly Dues Option**

The monthly dues option for an annual AAA membership requires authorization of automatic monthly dues payments charged to a credit or debit card. Upon joining, when you make changes to your membership and no less than thirty (30) days prior to expiration of the annual membership, notice will be sent to you including the monthly dues payment amount and monthly payment dates. If the month ends before your scheduled payment date, your scheduled payment date for that month will be the last day of the month. Your payment will be processed up to four (4) days after your scheduled payment date.

If you add or delete associate members or change member benefit options and the monthly dues payment amount changes, your new dues payment amount will be effective within two (2) monthly billing cycles. If the change results in reduction of your monthly dues payment amount, both a charge and refund may appear on your next card statement. New associates or benefit level upgrades will be effective immediately upon processing, subject to wait periods for roadside assistance benefits. If you remove an associate, reduce your benefit level or cancel your membership, those changes must be made at least three (3) days prior to your next scheduled payment date to be effective at the end of the current payment month. Monthly dues payments are non-refundable.

If we are unable to process your monthly payment, you will need to re-authorize monthly automatic dues payments and make the past due payment at least three (3) days prior to your next scheduled payment date or your membership will be canceled. Discounts on membership
dues and promotional offers may not apply when enrolling in, during, or changing from the monthly dues option. New membership is required if you change to or from the monthly dues option. The monthly dues option is not available in New York. Membership cancelation will be effective immediately prior to your next scheduled payment date. If you cancel automatic payments, your membership will be canceled and you will be billed for any roadside assistance services used after your missed payment.

**Additional Terms for AAA Auto Pay – Annual Dues or Automatic Payments – Monthly Dues**

By providing your phone number, you agree that we may contact you via a prerecorded voice message, auto-dialer, or text message in the event of a payment failure with your dues and in other circumstances. If your card issuing institution participates in the Card Account Updater program, we may receive an updated card account number and/or expiration date for your card on file. Unless you opt out of the service with your card issuer, we will update our files and use the new information when we bill you under your dues option. We will not receive updated information if your account has been closed. Payments that cannot be processed or payments returned unpaid or otherwise rejected by your financial institution may result in cancellation of automatic payments enrollment and membership. You may cancel automatic payments or update your credit or debit card account number and/or expiration date at any time by calling us at 1-800-441-5008, going online at AAA.com/myaccount or visiting your local branch. You may cancel your membership at any time by contacting us at 1-800-441-5008 or visiting your local branch.

### AAA Membership Levels

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>CLASSIC MEMBERSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Towing</td>
<td>Back to the AAA station that comes to your rescue or up to 3 miles to a destination of your choice.</td>
</tr>
<tr>
<td>Travel Reservations &amp; Insurance</td>
<td>Discounted air reservation fees at AAA Travel Agency offices.</td>
</tr>
<tr>
<td>Emergency Road Service When Out of Gas</td>
<td>Free delivery of emergency gas. Member will be charged for fuel at current pump price.</td>
</tr>
<tr>
<td>Off-Road Rescue Service</td>
<td>One service vehicle and one driver.</td>
</tr>
<tr>
<td>Trip Interruption Protection</td>
<td>N/A</td>
</tr>
<tr>
<td>Lock &amp; Key Service</td>
<td>Free service call (to gain entry) and up to $60 for vehicle locksmith charge. Towing benefit applies, if necessary.</td>
</tr>
<tr>
<td>When AAA Emergency Road Service is Not Available</td>
<td>Reimbursement according to published limits.</td>
</tr>
<tr>
<td>Concierge Service</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* This is a partial list of AAA Premier® benefits, for more information visit AAA.com/Premier.
Types of Membership

Primary

Primary membership covers the first membership in your household and includes all standard AAA services and benefits. The Primary Member must be aged 18 or older.

Associate

Associate memberships are available for (1) the Primary Member’s spouse (or one adult age 18 and older) living in the Primary Member’s household ("Adult Associate") and (2) dependent children through age 25 of the Primary Member or Adult Associate ("Dependent Associate"). Dependent Associates must live in the Primary Member’s household or away at school. Proof of age is required.

Free Junior Associate memberships are available for teens age 16 through 18 who are Dependent Associates.

Associate Members receive all AAA services and benefits except the member publication.

AAA Membership Levels

Choose the AAA membership that best suits your needs and lifestyle. The chart below outlines AAA Classic, AAA Plus® and AAA Premier® membership benefits, and the following pages provide more details so you can make the right choice.

Extend benefits for even more driving security, savings and service!

<table>
<thead>
<tr>
<th>AAA Plus® Membership</th>
<th>AAA Premier® Membership</th>
</tr>
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<tbody>
<tr>
<td><strong>AAA Plus® Membership</strong></td>
<td>Increases one AAA Plus® tow to 200 miles. Free rental car for one day.</td>
</tr>
<tr>
<td>Up to 100 miles.</td>
<td>Discount air reservation fees at AAA Travel Agency offices.</td>
</tr>
<tr>
<td>Free delivery of emergency gas. Fuel is free.</td>
<td>Waives airline reservation fees, free passport photos and 24-hour Global Emergency Assistance.</td>
</tr>
<tr>
<td>Two service vehicles and two drivers (if needed) at no extra charge.</td>
<td>Free delivery of emergency gas. Fuel is free.</td>
</tr>
<tr>
<td>N/A</td>
<td>Two service vehicles and two drivers (if needed) at no extra charge.</td>
</tr>
<tr>
<td>Free service call (to gain entry) and up to $100 for vehicle locksmith charge. AAA Plus® towing benefit applies, if necessary.</td>
<td>N/A</td>
</tr>
<tr>
<td>Full amount reimbursed for covered AAA services (as long as costs are based on commercial rates).</td>
<td>Up to $1,500 in benefits.**</td>
</tr>
<tr>
<td>N/A</td>
<td>Free service call (to gain entry) and up to $150 for vehicle locksmith charge. $100 Home Lockout Service.</td>
</tr>
<tr>
<td>Full amount reimbursed for covered AAA service (as long as costs are based on commercial rates).</td>
<td>Full amount reimbursed for covered AAA service (as long as costs are based on commercial rates).</td>
</tr>
<tr>
<td>N/A</td>
<td>24-7, toll-free access to information on travel, restaurants, event tickets, etc.</td>
</tr>
</tbody>
</table>

** See “Premier Benefit Guide” for complete terms and conditions.
AAA Plus®

AAA Plus® extends your AAA protection with deluxe benefits that protect you in almost every conceivable driving situation. This extended membership option, available at an additional cost to your Classic membership, provides up to 100 miles of free towing.

AAA Plus® enhanced services also include free emergency supply of fuel and delivery, extra extrication service, reimbursement for alternate roadside assistance and more benefits.

See the chart on pages 6 and 7 for a complete description of AAA Plus® extended services.

Upgrade Your Membership to AAA Plus®!

AAA Plus® may be added any time during your membership year, subject to a 7-day waiting period, by paying the required dues amount. To enroll in AAA Plus®, call or visit any local AAA branch office. The Primary Member and all of the Associate Members living in the Primary Member’s household must maintain the same membership level - Classic, AAA Plus® or AAA Premier®.

AAA Plus RV®

AAA Plus RV® is a comprehensive optional upgrade that extends emergency road services and AAA Plus® benefits beyond your family car to cover your motor home, travel or boat trailer (provided the boat trailer is not in the water), pickup truck with camper and motorcycle.*

AAA Plus RV® membership (available at additional cost) includes all services provided under Classic and AAA Plus® membership as well as the following exclusive benefits:

• 100 miles of towing for recreational vehicles (RVs), motorcycles and travel/boat trailers* that have become mechanically disabled.

• Extrication of RVs, including delivery of services by a second truck and operator for up to 1 hour at the scene.

• Tire changing for RVs and travel/boat trailers. **

• Delivery of a sufficient amount of fuel (to reach the nearest service station) to RVs and motorcycles, at no cost to the member.

AAA Premier®

AAA Premier® includes all AAA Plus® benefits and extends your protection to offer the highest levels of service, convenience and savings. AAA Premier® members receive one tow of up to 200 miles per household per membership year. Plus, all remaining allowable tows will continue to be up to 100 miles. (Maximum of 4 road service calls per member per year.) Other benefits include: One-day car rental with a tow, $1,500 Trip Interruption Protection, 24-hour Concierge Service, and free personal notary service and one passport photo session.
Automotive Services

Emergency Road Service

AAA’s 24-hour Emergency Road Service means there is always a person to call in case of an automotive emergency. We’ll rescue you and your vehicle to get you back on the road as quickly as possible with a dedicated network of more than 13,000 Emergency Road Service facilities across the U.S.A. and Canada.

AAA assistance includes changing a flat tire, jumping a dead battery or mobile battery testing and replacement service, delivering emergency gasoline or fuel, lock out and key service, or when all else fails, towing your car. We’ll provide the assistance to help you get behind the wheel again as quickly and safely as possible. No one provides better roadside assistance than AAA.

AAA Emergency Road Service is available 24 hours a day, 7 days a week, and is designed to assist you in an emergency when your vehicle, or the vehicle in which you are a passenger, becomes disabled. Your membership coverage applies only to those emergency and towing services listed in this guide. AAA coverage entitles each AAA member in the Primary Member’s household up to 4 calls per membership year. After 4 calls, members will be charged for service.

Your AAA Membership Card Is Your Key To Service

To receive emergency road service, you must present your AAA membership card or dues receipt to the independent service provider when the service vehicle arrives. A driver’s license or other form of matching photo identification may also be required.

Service is available only to the person named on the membership card, who is the driver of or a passenger in the vehicle at the time of the vehicle disablement. AAA memberships are not transferable, and membership service is not provided to non-members. Other members of your household who want emergency road service must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and photo identification are presented at the time of service, you will be expected to pay for the service provided at commercial rates. A non-refundable service fee may apply each time you use roadside assistance on the same day you become a member. See AAA.com/servicefee for fee amount.

To Obtain Service

AAA is only a phone call or click away! In the case of an automotive emergency, call the AAA number listed on your AAA membership card. You’ll be connected to our 24-hour dispatch center or the AAA club in the area.
from where you are calling. You can also request emergency road service online at AAA.com, or via the Auto Club App, which can be downloaded free of charge. AT&T and Sprint customers can also register for AAA FindMeSM, which uses the member’s GPS-enabled handset to help AAA locate the member’s vehicle. To help speed our response, be prepared to:

- Provide your name, membership number and your club code listed on your membership card.
- Give the exact location of your disabled vehicle and the nature of the trouble.
- Provide the vehicle’s year, make, color, and license plate number.
- If possible, provide a telephone number where you can be reached.

**Allowable Roadside Assistance Calls**

Each AAA cardholder is entitled to four (4) emergency road service calls or reimbursements per membership year at no charge, provided the calls meet the conditions described in this guide. There will be a service charge for each additional service call after the fourth call or reimbursement. AAA may require immediate payment of a service charge by credit or debit card for Classic benefit level service before providing emergency road service on the fifth or subsequent service request in a membership year.

Additional charges for emergency road service beyond the Classic benefit level, such as towing beyond 3 miles, the cost of emergency fuel and excess vehicle locksmith services, will be payable by the member at the time of service. If the member is unable to provide a valid credit or debit card to AAA at the time of service request or the charge is not approved by the credit or debit card company, AAA may send service on a C.O.D. basis, meaning all charges payable by the member will be paid directly to the independent service provider at the time of service. If a cardholder has an unpaid service charge balance and contacts AAA for emergency road service, AAA 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.

**Service Inclusions**

- **Mechanical First Aid**
  The AAA emergency service representative will make minor mechanical repairs or adjustments to place a vehicle in safe driving condition. If needed and available, parts and the labor cost to install them are to be paid by the member. If the vehicle cannot be put into condition to proceed under its own power, towing service, as described in Towing Services, will be provided.

- **Flat Tire Service**
  If the vehicle’s spare tire is inflated and serviceable, it will be installed in place of the vehicle’s flat tire. If not, towing provisions will apply.

- **AAA Battery Service**
  AAA Battery Service is a mobile battery testing and replacement
The AAA Battery Service technician will test and assess the vehicle’s battery and electrical system. If the existing battery fails the test and the member would like to have the battery replaced, the member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle’s original specifications. All batteries come with a 6-year limited warranty with a 3-year free replacement period valid in the U.S. and Canada. **AAA Battery Service is generally provided by independent service providers and is only available in select areas, during select hours.** 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 emergency road service terms and conditions apply.

**• Fuel Delivery Service**
An emergency supply of fuel will be delivered to a member’s disabled vehicle enabling the member to reach the nearest service station. The member will be charged for the fuel at current pump prices. Specific quantities, brand, or octane ratings cannot be promised, nor can availability.

*Provides sufficient free emergency fuel to enable you to reach the nearest service station, when your vehicle runs out of fuel.*

**• Towing Services**
When your vehicle cannot be safely driven after attempting any of the listed emergency services, your vehicle will be towed (once per breakdown) to the facility rendering the service, or up to 3 miles in any direction from the point of disablement at no charge. Charges for service that exceed the benefits listed will be at the prevailing hourly or mileage rate for the region where service is provided. In instances when your vehicle becomes disabled while towing a light-duty trailer, service will be provided for the trailer. You will be required to pay for trailer towing. All vehicles must be free of snow and ice prior to towing.

*Provides up to 100 miles of free towing, in any direction from the point of disablement, to the repair facility of your choice.*

*Increases one tow to a maximum 200 miles plus a free one-day rental car.*

**• Extrication/Winching**
Your vehicle will be pulled out of a ditch by being extricated/ winched when it can be safely reached from a normally traveled or established thoroughfare (driveways must be cleared of snow or ice). If special equipment, additional service personnel or vehicles are required, the associated costs will be at your expense.
Provides a second truck and second driver, for up to one hour, if your situation requires it.

**Emergency Check Acceptance**
Club and contract facilities will accept payment by check, credit or debit card for payment of emergency road service charges up to $250 per occurrence.

**Lockout Service**
If your keys are locked inside the vehicle, services will be sent to gain entrance. If your keys are lost, broken, or the service provider cannot gain entrance to your vehicle, locksmith services up to $60 or, if a AAA locksmith is not available, reimbursement for locksmith service up to $60, will be provided. In cases where the vehicle cannot be made operable, towing services will be provided according to our towing provision.

Provides up to a total of $100 in parts and labor to gain entry or make vehicle operable.

Provides up to $150 for Vehicle Locksmith, $100 Home Lockout Service reimbursement.

**Service Limitations**
Emergency road service will be limited to that which can be provided with equipment ordinarily used by the independent service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without damage to the vehicle or servicing equipment.

Towing service is only provided for a covered vehicle disablement. Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA 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 roadside assistance service for its customers, employees or vehicles. The following services are not provided under the membership benefit:

- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
• Shoveling snow from around a vehicle or cleaning a road or driveway.

• Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as beach, open field, creek bed, private logging or forest service road).

• Towing to or from auto dismantlers, salvage yards, repair facility to repair facility or from one storage location to another.

• Towing for the purpose of transporting vehicles due to a purchase, sale, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation.

• Service to a vehicle that is loaded, altered or constructed in such a way as to cause damage or create a hazard while being serviced.

• Charges related to impound or stolen vehicle recovery, towing or storage.

• Tire rotation, the installation or removal of snow tires or tire chains.

• 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 photo identification in addition to the membership card is requested and 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.

• AAA Plus® members will be responsible for any additional mileage charges beyond 100 driving miles of towing per roadside assistance call. AAA Premier® members will be responsible for any additional mileage charges beyond 200 driving miles of towing on one (1) roadside assistance service call per AAA Premier® household per membership year and beyond 100 driving miles of towing on the remaining allowable roadside assistance service calls.

• Towing, extrication/ winching and tire change service for RVs and towing and extrication and winching services for motorcycles, unless the member has optional AAA Plus RV® or AAA Premier RV® coverage.
• AAA Plus RV® members will be responsible for any additional mileage charges beyond 100 driving miles of towing per service call on any RV or motorcycle.

• AAA Plus®, AAA Premier®, AAA Plus RV® and AAA Premier RV® emergency road service is available 7 calendar days after purchase date if paid in full.

• 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.

AAA Plus®, AAA Plus RV®, and AAA Premier® services become effective 7 days after receipt of your dues.

• Special Assistance
When your vehicle cannot be made operable upon providing the services listed in this guide, AAA will assist you in finding the nearest open place of repair. If a repair facility cannot be located, we will assist you in obtaining lodging or alternate transportation, which will be at your expense.

Eligible Vehicles

Service applies to 4-wheeled motor-driven vehicles of the passenger, pleasure or recreational type that were in operation immediately prior to disablement - provided that services can be safely delivered. If specific towing equipment is requested, but not required to safely transport the vehicle, the associated cost will be at your expense.

Automobiles, pickup trucks, sport utility vehicles, vans and minivans (including rented and commercial passenger vehicles, but excluding taxis, limousines, shuttles, other vehicles-for-hire, and vehicles with snow plows attached) are eligible for those services which can be safely performed with equipment available from the independent service provider, including slings, wheel-lift devices, car carriers (flattbeds) and dolly wheels. Dual-wheel unloaded pickup trucks are eligible for all services except tire services.

Motorcycles are ineligible for all services. Motorcycle coverage is available with optional AAA Plus RV® coverage. Motorcycles (as defined by registration) must be licensed for highway use.

Recreational Vehicles (RVs) are eligible for service with the exception of towing, extrication/winching and tire change service. Towing, extrication/winching and tire service for RVs is available with optional AAA Plus RV® and AAA Premier RV® coverage. RVs include dual-wheel motor homes, camper vans and cab-over campers, motorcycles, and recreational trailers including camping trailers, fifth-wheel trailers and empty horse trailers. Boat trailers, personal watercraft trailers and ATV trailers must be either empty or transporting recreational vehicles or equipment. Utility trailers must be
carrying recreational equipment (for non-commercial use). Commercial trailers are excluded. Service does not include transportation of horses.

**Unable to Locate the Vehicle**

If a service provider does not appear within the time stated by the AAA customer service representative, please call AAA back to let us know. The service provider may not have been able to locate your vehicle.

**Cancel Unnecessary Calls**

If the requested service is no longer needed and the AAA service representative has not yet arrived, please call AAA immediately, as each service call is charged against the member’s record.

**Weather Emergencies**

During severe weather conditions, AAA reserves the right to suspend service temporarily if the vehicle is already in a place of safety, such as a private or public garage, driveway, etc. AAA will provide service to the vehicle after the weather emergency is over.

**Alternate Service**

If you have followed the procedure outlined to obtain emergency road service, and AAA service is not available, you may obtain your own service, pay for it and submit the original receipt to your AAA club within 60 days. Reimbursement will be based on the prevailing commercial rate for the region where the vehicle was disabled. In instances where the AAA contractor access is legally restricted (toll roads, limited-access highways), reimbursement will be provided for all covered services. 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.

No reimbursements will be made by AAA on charges incurred when a member’s vehicle is removed from the street or under direction of the police because of illegal parking, traffic violations, or other illegal activities. Storage charges and cleanup fees from the scene of a traffic accident are also not eligible for reimbursement.

Members having more than 4 road service calls during their membership year are not eligible for alternate service reimbursement.

**Member’s Risk**

Before servicing any vehicle when there is a possibility of damage to the vehicle or other property as a result of the service, a service representative will inform the member that the member must assume the risk of damage. Any such circumstances should be fully recorded on a release form.

While AAA-affiliated service providers are selected to provide the best emergency road service to our members, such providers are independent contractors and are not agents of AAA. AAA assumes no responsibility for any injuries to persons or property, including damage to the member’s vehicle, as a result of an emergency road service request.
AAA will make every reasonable effort to work out a settlement between a member and an affiliated service provider of the member’s claim for damages resulting from unsatisfactory emergency road service. Please contact AAA as soon as possible, and no longer than 10 days of the incident, and prior to repairs so that a prompt investigation can be made while all facts are available.

Car Buying Service

You already rely on AAA for peace of mind when you’re on the road. Now, the Auto Buying Service can help you save thousands and makes buying a new car, truck or SUV easier. Enjoy no-hassle, VIP treatment while taking advantage of pre-arranged discount prices. The Auto Buying Service even features a special Low Price Guarantee for all new vehicles purchased through the program.

Your upfront prices are just a few clicks away on our website. Visit AAA.com/AutoBuying to price your car, locate an authorized dealer near you and make an appointment with the Authorized Representative. We’ll even send you a printable Price Protection Certificate to take to the dealer. Visit AAA.com/AutoBuying today and drive home happy!

If you’re considering a used car, visit AAA.com for discounted CARFAX reports - detailed reports of the car’s history. AAA even provides you with estimated trade-in values.

Maintaining and Repairing Your Car

For quality repair service or auto body repairs from facilities with proven track records, take your car to a AAA Approved Auto Repair or Auto Body facility. Each facility has passed rigorous AAA inspections, so you can be assured of quality workmanship and fair prices. AAA Approved Auto Repair shops agree to offer members a workmanship guarantee of 24 months or 24,000 miles, whichever comes first under normal operating conditions, a written estimate of the cost of all work performed on your vehicle and a free 40-point vehicle maintenance inspection and report, upon request, with a paid service. AAA members will also receive a prompt vehicle evaluation within 60 minutes of arrival at an Approved Auto Repair facility, assistance in obtaining alternate transportation and a 10% discount off regularly priced parts and labor, up to $50. And, if there ever is a dispute between a AAA member and the Approved Auto Repair facility, AAA will step in to arbitrate the issue, and the facility will accept AAA’s decision as binding.
Auto Travel Planning Services

When planning a trip by car, use AAA’s Auto Travel Planning Services. Professional travel counselors provide personal assistance in planning a trip by car, routing you via your choice of scenic or most direct routes. Regional and city maps, plus TripTik® routings and TourBook® guides, are available free to members. To request routings, visit your local AAA branch, visit AAA.com or call the Member Service Center.

TripTik® Routings

Each custom-prepared TripTik® routing features digitally printed turn-by-turn directions illustrating your requested route mile by mile, with extra detail of cities along the way. It also alerts you to major construction and speed checks along your route. You’ll receive a collection of the finest AAA regional and/or state maps to refer to as you travel.

TourBook® Guides

AAA TourBook® guides list points of interest and AAA-approved accommodations and restaurants. If lodging establishments list a “Rate Guaranteed” in a current TourBook, AAA guarantees that members will not be charged more than the maximum rate, or you will be reimbursed the amount of overcharge.

Also, many establishments offer special AAA discounts. You must identify yourself as a AAA member when making reservations and present a valid AAA membership card when registering.

AAA.com Travel Planning

Whether you need quick maps and local driving directions or complete planning tools and destination information for cross-country road trips and vacations, AAA travel planning services are free and as close as your computer.

In addition to serving motorists, AAA.com offers complete travel agency services. Travelers can book hotels, car rentals, cruises, tours, airline tickets, and vacation packages.

Accommodations Reservations

AAA can make reservations for you at most hotels, motels, and bed-and-breakfasts that accept reservations in the U.S.A., Canada and Mexico.
We’re here to get you there.

AAA Members get more with Hertz.*

• Up to 20% savings on the base rate of all rentals
• Additional driver fee waived for AAA members
• Complimentary use of one child safety seat
• Young Renter fee waived for AAA members ages 20-24
• Free enrollment and exclusive bonus points with Hertz Gold Plus Rewards® membership
• Discounted NeverLost® navigation system and satellite radio
• 10% off prepay fuel option

CLICK: AAA.com/hertz
CALL: 1-800-654-3080
VISIT: Your local AAA branch or Hertz neighborhood location.

*Discount applies to pay later base rates only. Taxes and Fees excluded.
Travel Agency Services

The full-service AAA Travel Agency can help you get to nearby or far away destinations - whether you travel by car, ship, plane or motorcoach. AAA Travel can plan and book your arrangements - discounted cruises, discounted car rentals, flight reservations, individual and group tours and many other travel programs. You’re likely to save money too; AAA’s experience and expertise will maximize the value of your hard-earned travel dollars.

AAA’s convenient Travel Agency locations, along with its affiliation with the national AAA network, makes it part of the world’s largest travel agency offering many member-only discounts.

AAA Travel Agency also handles, at an additional cost, International Driving Permits, passport photos, maps and travel guidebooks.

**Flights**

AAA’s state-of-the-art computerized reservations system connects us to all of the world’s major airlines. We can arrange flights independently or as part of a tour program on popular carriers.

**Cruises**

Take your pick from a selection of thousands of discounted sailings every year and let AAA make your reservations and arrangements, fee-free. It’s no wonder AAA logs more cruise bookings than any other travel agency in the area.

**Tours**

Whether you wish to travel at home or abroad, AAA has access to a wide variety of escorted, independent and motorcoach tours. We’ll recommend a package that best suits your plans and budget. AAA takes care of all the details for you!
Group Travel Services

AAA Group Travel Services can arrange custom travel packages and cruises for groups of 15 or more, whether you are planning a reunion or want to travel with people from your church, club or other associations. Your group may even qualify for significantly reduced rates or free travel.

Discounted Car Rentals

AAA offers reservations for local, domestic and international car rentals from Hertz, Dollar, and Thrifty. Enjoy special member discounts by presenting a valid AAA membership card or by making car rental reservations through a AAA Travel Agency.

Travel Guidebooks & Maps

AAA Travel Agency offers a variety of international travel reference guides at member-only prices. Members receive a free guide when booking international tours through AAA.

Travel Insurance

Protect your travel investment by insuring your fares - whether traveling by air, sea or land - with Trip Cancellation Insurance. For protection against baggage loss, sickness or accident medical expenses (in or out of hospital) and accidental death or dismemberment, an insurance plan based on trip length is also available. Travel insurance coverages are available when booking your vacation with AAA Travel.
International Driving Permits

This official, internationally recognized translation of your U.S. operator license in nine languages is available on the spot, in person at your local AAA branch. Applicants must be at least 18 years old and present a valid U.S. driver license and two passport-size photographs.

Passport & Visa Information

When you plan your international travel through AAA Travel Agency, your travel agent can assist you in researching and obtaining the necessary travel documents for your destination.

Passport Photographs

In just minutes, members can receive a pair of color photographs tailor-made for passports at a discounted price at your local AAA Travel Agency. If you purchase an international trip through AAA, your photographs are free.

Provides free passport photographs.

Transportation Ticketing

AAA’s knowledgeable travel agents will make your reservations for all major air, cruise and rail lines.

Business Travel Services

This division caters to the travel needs of businesses and corporations of all sizes, offering customized travel management, frequent-traveler profiles, monthly account reports and knowledgeable business travel agents.
Up to 20% off car rentals in USA and Canada.
1-800-654-3080 AAA.com/hertz

Free Classic AAA Membership renewal for all Primary and Associate members who remain Sprint subscribers.
1-800-754-6907 AAA.com/sprint

Save 30% on comprehensive eye exams and off complete pairs of prescription glasses and sunglasses. Save 15% off lenses or frames only; and 10% off disposable contact lenses. AAA.com/visionsavings

Save 10% off standard advertised rates for SuperShuttle and ExecuCar services. Call 855-855-1120 or visit: AAA.com/supershuttle

AAA Members save $.05/gallon on each fill up at Shell locations when they join the Fuel Rewards program. Maximum of 20 gallons per fill. Online registration is required. AAA.com/Shell

Save 20% off athletic footwear, apparel and accessories at any Reebok Outlet store nationwide. AAA.com/reebok

Save 10% off eligible products and services. 5% off UPS shipping. AAA.com/discounts

Save 10% off with Tanger Coupon booklet. AAA.com/discounts

Save 20% off at all Samsonite-owned stores, outlets and online. AAA.com/samsonite (some exclusions apply). The discount also applies to in-store sale items.

AAA Members save $.05/gallon on each fill up at Shell locations when they join the Fuel Rewards program. Maximum of 20 gallons per fill. Online registration is required. AAA.com/Shell

Save 15% on food and soft drink purchases (coupon code required). Download coupon code at AAA.com/RubyTuesday

Save 20% off athletic footwear, apparel and accessories at any Reebok Outlet store nationwide. AAA.com/reebok

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IDENTITY THEFT PROTECTION

Take control with ProtectMyID® from AAA.

Enroll at AAA.com/IDTheft or call 877-440-6943

Introducing two new ways to take control of your identity.

ENHANCED

ProtectMyID Deluxe
$10.95/mo
The protection you’ve grown to trust, now with more features, including Dark Web Surveillance.

BRAND NEW

ProtectMyID Platinum
$15.95/mo
Get the best value and most features with our highest level of identity protection.

As always, ProtectMyID Essential is free for AAA members.

ProtectMyID® Essential, ProtectMyID® Deluxe and ProtectMyID® Platinum are provided by Experian®. To be eligible to enroll in either ProtectMyID Essential, ProtectMyID Deluxe or ProtectMyID Platinum, you must be 18 years of age or older and a current AAA member. A valid email address and access to the Internet is required for ProtectMyID Essential. Products subject to change or termination at any time without notice. Certain terms, conditions, and restrictions apply.
Insurance Services

AAA East Central offers comprehensive insurance packages for many lines of coverage. Our licensed professionals offer auto, homeowners, and umbrella policies - as well as life insurance including tax-deferred annuities.

Integrated Insurance

Insurance is personal. And it should be integrated into your lifestyle. If you are looking for more ways to save with AAA, look no further than our insurance agency. Our insurance professionals will work with you to review your insurance coverage and introduce you to our own AAA branded insurance which provides discounts for our members. Our agents are committed to providing you information and insurance products that appropriately integrate insurance into your lifestyle. This consultative approach ensures that you receive the right coverage for all your insurance needs. Consultations with a licensed insurance agent are complimentary and will provide you information to make the right decisions about your insurance needs.

Insurance for Autos, Other Vehicles

When it comes to their automobiles, people have trusted AAA for over 100 years. AAA offers insurance plans not only for cars but also for utility vehicles, and trucks. We can also place coverage with our affiliated company for motorcycle, recreational vehicle, motor home, and boat insurance.

Homeowners Insurance

Just as we protect you and your car, AAA can protect the most important investment of your life - your home. Even if you rent, AAA has a plan to protect your belongings. The more you have, the more you have to lose. That’s why AAA offers plans to protect everything from jewelry to expensive electronic equipment.
Life Insurance Products

Our knowledgeable staff of licensed professional life insurance agents will assist you in selecting the best insurance programs for your present and future needs. We offer many attractive life insurance plans as well as tax-deferred savings plans such as annuities.

Complimentary Consultations & Quotes

Make an appointment for a complimentary consultation, quote and more information - call your nearby AAA branch, local independent agent, or visit AAA.com/insurance. Insurance services not available in New York.

Financial Services

AAA offers a wide range of financial products designed to meet your needs. As a AAA member, you can take advantage of competitive rates and special member-only benefits.

AAA Member Rewards Visa® Credit Card

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

TRIPLE points on eligible travel and AAA purchases

DOUBLE points on grocery store, warehouse clubs including BJ’s, Costco and Sam’s Club gas 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 membership renewal and AAA Travel) as well as for repairs, tires and bodywork at AAA Approved Auto Repair® facilities. Or, cash in your points for gift cards redeemable at more than 100 national retailers and restaurants.

To apply, visit a AAA branch office, go to AAA.com/CreditCard or call 1-866-665-3581.

ID Theft Monitoring

Free for AAA Members, ProtectMyID® Essential** offers 24/7 monitoring of your Experian credit report, Lost Wallet Assistance & Fraud Resolution Support. To enroll call 1-877-440-6943 or visit AAA.com/identitytheft.

* For information about the rates, fees, other costs and benefits associated with the use of this card, please call the toll-free number or visit the web site.

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.

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** ProtectMyID® is provided by ConsumerInfo.com, Inc., an Experian company. Certain terms, conditions and restrictions apply. Visit AAA.com/identitytheft for more information.
More Member Benefits

AAA Motorist/Traveler

As a AAA member, you’ll receive a subscription to the informative publication, AAA Motorist/Traveler. Every issue contains the latest news affecting motorists and valuable information about auto care, travel and money-saving AAA member-only services.

Automatic Dues Payment

Save time when you authorize your AAA dues to be charged each year to your AAA Visa or other credit card, debit card or checking account, or each month to your credit card or debit card.

If a member elects to enroll in automatic payments for membership dues, the account will be charged for all membership dues that become owed to AAA East Central by the member.

Your Voice in Government

AAA vigorously campaigns in the Congress, state legislatures, county and municipal governments for better streets, highways, equitable taxation and fair traffic laws for the motorist. AAA is recognized by government officials as a spokesperson for the motoring public.

Community Safety

As a leader in traffic safety for over 80 years, AAA continues to educate thousands of children and adults through safety education programming designed to save lives and enhance the quality of life.

AAA’s community safety programs embody teen driving, driver education, school safety patrol, occupant protection, bicycle safety, senior mobility, responsible driving and driver improvement for businesses.
AAA East Central and its affiliates are proud to have been providing top-quality AAA member services, benefits and products for more than 110 years. We greatly appreciate and value the trust that you and more than 2.7 million other AAA members, customers and consumers have placed in us. We will protect that trust by respecting the privacy of all of our members and nonmember customers/consumers.

In order to provide you with the services, benefits and products that you want from us, and to insure that you receive the very best services and benefits and the highest quality products, we collect the following personal information about you:

- Information we receive from you, such as information you give us orally or in writing on applications (including membership applications) or other order forms;
- Information about your transactions with us, our affiliates or others; and
- Information we receive from an outside source, such as a consumer reporting agency.

Gathering Information

In addition, if you visit our Internet web site at www.AAA.com, the web server automatically recognizes and records information about your Internet usage, such as the referring (immediate preceding) web site, Internet workstation address, date and time of log-in/log-out, site pages visited, time spent per page, files downloaded and search criteria used. If, during your visit to our web site, you voluntarily provide personally identifiable information such as an e-mail address, information to complete or submit an application or form online or other information (such as survey information or content of e-mail), we will collect such information. To better serve you, we may use a feature of your Internet browser called a “cookie” (an entry placed in a file on your computer’s hard drive or in your browser memory) to enhance your browsing experience and to permit you to request data and conduct business transactions through the web site. You should also be aware that other online retailers, partners, third-party Internet sites and third-party services accessible through our web site have separate privacy and data collection policies and practices which are independent of and may be different from our policies and practices. Please be alert for, and be sure to review, such separate policies and practices when you encounter them as you move between the links of our web site.

Handling of Gathered Information

In the course of our normal service and business operations, we use and may share or disclose all of the information that we collect, as described above. However, since some of the information we gather and share or disclose is not publicly available, we take care to insure that your non-public personal information is protected from unauthorized access or use. We restrict access to nonpublic personal
information about you to those employees who need to know that information in order to provide services, benefits and products to you. Where we select and use agents and service/product provider partners to deliver or offer services, benefits and products to you or to us, we restrict access to nonpublic personal information about you to such persons and firms who commit to properly use and protect your nonpublic personal information. We maintain physical, electronic and procedural safeguards that comply with applicable federal regulations to guard your nonpublic personal information. We do not share or disclose your non-public personal information in violation of any applicable law or regulation.

Sharing Information Among Our Affiliates and Partners

In the course of our normal service and business operations, or when we think it may benefit you, we may disclose all of the information that we collect, as described above, within our family of AAA-affiliated companies and business lines. Our family of AAA-affiliated companies and business lines includes AAA East Central, AAA Ashland County, AAA Massillon Automobile Club, AAA Travel Agency, AAA East Central Insurance Agency, Inc., Ohio Motorists Holding Company, Ohio Motorists Life Insurance Company, Auto Club Driving Schools, Inc., AAA Kentucky Driver Training Center, Inc., Tri-State Foundation for Safety and Education, Inc., Ohio Motorists Safety Foundation, and Automobile Club of Southern California and its affiliates/subsidiaries, including Interinsurance Exchange of the Automobile Club, Automobile Club of Southern California Life Insurance Company, Auto Club Casualty Company, Auto Club Indemnity Company, Automobile Club Interinsurance Exchange, Auto Club Family Insurance Company, ACSC Management Services, Inc., Club Exchange Corporation, Auto Club Insurance Holdings, LLC, Auto Club Insurance Company of Florida, AAA Club Services, LLC, Auto Club Enterprises, Automobile Club of Missouri, Alabama Motorists Association, Inc., AAA Northern New England, Tidewater Automobile Association of Virginia, Incorporated, AAA Texas, LLC, AAA New Mexico, LLC, AAA Hawaii, LLC, Pleasant Travel Holding Company, LLC, Pleasant Holidays, LLC, and Hawaii World, LLC. The sharing of information among affiliates is permitted by law. Some of our affiliates may receive personal health care information (such as information received from medical or health care providers) or consumer credit information (such as information reported by a consumer reporting agency). Such affiliates do not share such personal health care information or credit information with our other affiliates.

We may disclose all of the nonpublic personal financial information we collect (other than consumer credit information) as described above to companies that perform operational services related to your membership and/or transactional accounts with us. We may disclose all of the nonpublic personal financial information we collect (other than consumer credit information) as described above to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. The sharing of nonpublic personal financial information with these types of companies is permitted by law.
Sharing Information With Third Parties

From time to time, we may allow nonaffiliated companies to extend offers of products and services to AAA members and nonmember customers/consumers when we feel that such products and services might be of special value or of particular interest to you. We may disclose non-public personal information about you to the following types of third parties:

- Financial service providers, such as banks and bank holding companies, depositary & thrift institutions, credit unions and other consumer lenders; securities broker-dealers; investment companies; financial & investment advisers; insurance companies & agents; and others that offer financial products and services to consumers;
- Nonfinancial companies such as airlines, cruise lines, hotels & resorts, car rental companies and other travel vendors; retailers; direct marketers; and others that offer goods and services to consumers; and
- Others, such as the American Automobile Association, Inc. and other nonprofit organizations.

We may also disclose nonpublic personal information about you to nonaffiliated third parties as required or permitted by law.

Your Preference/Opt-out Rights

If you prefer not to receive future AAA special value-added offers and notifications of products, services and special savings opportunities from us or our joint marketing partners, you may direct us not to send or contact you with such offers or savings opportunities. (If you are a AAA member, you will continue to receive the AAA Motorist/Traveler publication and annual membership renewal information and billing statements.)

If you prefer that we not disclose non-public personal financial information about you to nonaffiliated third parties, you may opt out of those disclosures — that is, you may direct us not to make those disclosures (other than disclosures required or permitted by law). An opt-out request by any member on a membership account, or by any party on a joint transactional account, will apply to all Primary and Associate Members on the membership account, and to all parties on the joint account, within the same household.

If you wish to exercise one or both of the preference and opt-out rights described above, you must do so in writing by filing a AAA Marketing Preference/Disclosure Opt-out Form with us. To request that a copy of the AAA Marketing Preference/Disclosure Opt-out Form be sent to you, write to: AAA Member Records, 5900 Baum Blvd., Pittsburgh, PA 15206-3854.

We will continue to respect your privacy even after your AAA membership or other relationship with us ends. Please note, however, that AAA is a national association of independently chartered local AAA motor clubs and organizations. If you relocate to a AAA service territory assigned to a AAA club or organization other than AAA East Central, your AAA membership may be transferred to such other AAA club or organization. Such other AAA club or organization will have its own separate privacy and data collection policies and practices.
which are independent of and may be different from our policies and practices. Such separate policies and practices will govern the future handling and disclosure of your personal information.

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**A Final Note**

To provide equal and efficient service to all members, AAA has reasonable limitations and regulations. In fairness to all members, those who request or use an excessive amount of service may be subject to limitations, cancellation or non-renewal of their membership. This includes, but is not limited to:

1. Requesting travel materials, road service, or products for non members.
2. Excessive use of road service.
3. Excessive requests for auto travel materials.

Because of the changing needs of members and fluctuations of the economy and marketplace, AAA reserves the right to alter, add or eliminate present services, dues and assessments at any time.

A member must be a "member in good standing" to receive the benefits and privileges of membership.

AAA is unable to provide service to members whose memberships have expired without payment. To receive continued AAA coverage, members must reimburse AAA within 14 days for outstanding charges or checks returned for insufficient funds.

**Dues Refund Policy**

AAA’s ultimate goal is the satisfaction of its members. AAA wants members to be satisfied with their exclusive benefits and services. If you are not satisfied, we will make every reasonable effort to resolve any dissatisfaction, within appropriate guidelines and policies. If AAA is unable to resolve issues to your satisfaction, members paying annual dues may be eligible for a pro-rated refund of your membership dues. Refunds will be based on the remainder of your membership dues year, (calculated from the end of the month you request a refund through the expiration date of your current membership) prior service usage and other considerations. Monthly dues payments are non-refundable.

**Replacement Membership Cards**

Replacement membership cards are available for members who lose their AAA membership card. There may be a charge for multiple requests for replacement cards.

_The benefits and services listed in this Guide are those of AAA East Central. Services provided by other AAA clubs may vary. All information contained herein is accurate at the time of printing and is subject to change with notification. Please see AAA Motorist/Traveler publication or AAA.com for changes to policies._
For AAA Services contact your local AAA branch, visit AAA.com or call for:

ROADSIDE ASSISTANCE
1-800-AAA-HELP
(1-800-222-4357)

MEMBER SERVICES
1-800-441-5008

TRAVEL SERVICES & RESERVATIONS
1-800-354-8761
(KY, OH, NY, Western PA & WV)
1-800-552-6679 (Eastern PA)

AAA FINANCIAL SERVICES
1-866-665-3581

AAA INSURANCE SERVICES
1-800-207-7947

AAA EAST CENTRAL
AAA.com