MEMBER GUIDE

AAA.com

68148 12/25 Hawai'i

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MEMBERSHIP INFORMATION

This Member Guide describes your AAA Hawai'i member benefits. All members are entitled to receive Classic benefits. Members who have paid the AAA Plus® or AAA Premier® dues are entitled to receive the AAA Plus or AAA Premier benefits, as applicable. Extended Roadside Assistance services for AAA Plus® or AAA Premier® benefit levels , where available, and certain AAA Premier benefits, are effective seven (7) calendar days after processing, and receipt of the full payment due. AAA Premier benefits that have a 7 day wait period include the following: Tow of up to 200 driving miles, Vehicle Locksmith, One-day Free Rental Car with in-state tow, Discount on the paid ID theft products, Home Lockout Service, and Windshield Repair.

A non-refundable service fee applies each time you use Roadside Assistance for the first three days of your new membership. See AAA.com/ServiceFee for fee amount.

The AAA Plus Personal Notary and Passport photo benefits are available immediately after purchase. AAA Premier benefits that are available immediately after purchase include the following: Personal Notary, Passport photo, CARFAX Vehicle History Report, travel processing fee waiver for airline and rail tickets, Premier Car Buying consultation, Automotive Expert Consultation, and Vehicle Inspection Program rebate. Membership is for personal, non-commercial use. Members cannot transfer or sell their membership, membership benefits or any roadside assistance service calls to any other person. Without limiting any other rights or remedies it may have, AAA Hawai'i may cancel the membership, and seek payment of any costs incurred as a result of such misuse. The area serviced by AAA Hawai'i is one of nine territories ("Affiliate Territories") serviced by one of the following affiliated clubs: AAA Alabama, AAA East Central, AAA Hawai'i, AAA New Mexico, AAA Northern New England, AAA Texas, AAA Tidewater, Automobile Club of Missouri, and Automobile Club of Southern California.

AAA Hawai'i Membership
All applications and renewals are subject to approval and acceptance by AAA Hawai'i. In the first month of your initial annual membership term, and, on or after January 1, 2026, also in the first month of each renewal annual membership term, if you decide AAA is not for you, eligible households will receive a pro-rated refund of the membership dues you paid for that year, excluding the new member admission fee and discounts (if applicable). Households that used any Emergency Roadside Assistance benefits during such first month, however, are not eligible for such pro-rated refund. **Membership eligibility, dues, fees, services and benefits are subject to change without notice.**

AAA Primary and Associate Memberships
The first membership in your household is the Primary Membership. An Adult Associate must be at least 21 years old and reside in your household. There is a limit of one (1) Adult Associate per household. Dependent Associates must be under 21 years old and either live in your household or be full-time students away at school. Birth dates must be provided for Dependent Associates; there is no minimum age limit. Associates enjoy the same membership benefits as Primary Members except for the number of Roadside Assistance service calls allowed at no charge as outlined in the ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS section. Primary Members are responsible for the conduct and the service demands of their Associates and any costs to AAA Hawai'i incurred as a result of misuse of AAA Hawai'i benefits by their Associates under the membership. An individual may be a member on only one membership at a time.

Membership Renewal
AAA Hawai'i membership is valid for one (1) year (excluding special offers and promotions). The day, month and, in most cases, year that your membership expires appears on your membership card.

Membership may be renewed annually upon payment of applicable annual membership dues. Prior to the expiration of your membership, you will receive one or more renewal notices. These notices will state the names of the current Primary and Associate Members, the current services, and the total membership dues required for renewal. You may add or change Associate Members and services if desired. 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 (1) year from your membership expiration date, even if such new expiration date is less than one (1) year from the date you paid for your renewal. AAA Hawai'i 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.

Membership Cancellation Policy
AAA Hawai'i may cancel any Primary or Associate Membership if the conduct of the Member or Associate member is determined to be harmful to the welfare, standing, or best interest of AAA Hawai'i, its employees, or its members. Membership may also be cancelled if the service demands of the Primary Member or Associates are determined to be excessive. Primary Members are responsible for the conduct and the service demands of their Associates.

Membership AAA Auto Pay
By enrolling in AAA Auto Pay for annual dues, you agree your AAA membership dues will be charged to your payment method on file and your membership will renew automatically each year for a 1 year term unless you cancel AAA Auto Pay before your membership expiration date. Call 800-736-2886, visit your local branch, or go to your online account at AAA.com/MyAccount to cancel.

Each year, we will send you a statement of your current services and renewal dues amount no less than 30 days before your membership expiration date. We will charge or debit the dues shown on your statement approximately 7 business days before your membership expiration date from your stored debit/credit card account on file if paying by debit/credit card, or about 1 business day before your membership expiration date from your stored checking account on file if paying by ACH. **If we are not able to charge or debit your payment method on file, your enrollment in AAA Auto Pay and your membership may be cancelled.** Returned checks and electronic payments may be re-presented for payment. Each returned payment is subject to a returned payment fee, which may be debited electronically. For fee amount, refer to AAA.com/ServiceFee. You may cancel your membership at any time by contacting us at 800-736-2886 or visiting your local branch.

You agree that we may contact you at the phone number you provided via an automated call and/or text messages including via artificial or prerecorded voice if your payment fails for any reason or in other circumstances related to AAA Auto Pay, or your membership. You agree that we can store your payment information to process future payments, refunds or other adjustments.

You may change or update your stored payment information at any time through your online account at AAA.com/MyAccount, by visiting your local branch, or by calling 800-736-2886.

Collecting Your Contact Information
As a membership organization, it's vital for AAA Hawai'i to have our members' current contact information (e.g., address, phone and email) in order to provide member benefits and to inform members of the various products and services offered by AAA Hawai'i. We will ask for your contact information when you first become a member. Thereafter, when you contact us, we will ask for your contact information to authenticate your identity and to ensure that we have your most current contact information. If you provide an email address, we will send you emails informing you of Member products and services, unless you unsubscribe.

Non-Solicitation Request
If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Hawai'i, Attention: Membership Privacy PO Box 25001 Mail Stop A112, Santa Ana, CA 92799-5001 and provide your full name and street address, membership number, telephone number and email address along with your request to be placed in our Do Not Solicit File.

Your request will take effect within sixty (60) days of our receipt. During this time, you may receive mailings that were already in progress. You will continue to receive AAA Explorer magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually, as required by law. We reserve the right to modify this Notice at any time.

ROADSIDE ASSISTANCE

Roadside Assistance
Calls placed to our 24-hour call centers may be recorded to increase our ability to monitor the quality of service and assist in addressing member concerns. **Please contact us and cancel your service request immediately if you no longer need assistance.**

When requesting service, be prepared to provide:
- Your name and AAA membership number
- Telephone number from which you are calling or can be contacted
- The exact location of your vehicle and nearest cross streets
- Make, model, year, color and license plate number of the vehicle
- Nature of the trouble

A SAFETY MESSAGE
If you are concerned for your safety or for the safety of others, tell the AAA Hawai'i service representative or the service provider. Procedures have been established to assist members in certain situations.

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

YOUR AAA MEMBERSHIP CARD IS YOUR KEY TO SERVICE
To receive Roadside Assistance, you must present your AAA membership card or dues receipt and a matching valid driver's license or other state or federally issued photo identification to the service provider when the service vehicle arrives. Your identification may be scanned or swiped to verify your identity and authenticity of your identification. You must provide a driver's license for identification if you are the driver.

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 covered vehicle disablement. AAA memberships are not transferable, and membership service is not provided to non-members. Other members of your household who want Roadside Assistance must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and matching valid driver's license or other state or federally issued photo identification are presented at the time of service, you will be required to pay for the service provided at commercial rates.

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

ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS
Effective on a member's renewal date on or after September 18, 2025, or if joining on or after September 18, 2025, the Primary member is entitled to four (4) Roadside Assistance service calls or reimbursements, and each Adult Associate and Dependent Associate is entitled to two (2) Roadside Assistance service calls or reimbursements per membership year. Prior to such dates, each member is entitled to four (4) Roadside Assistance service calls or reimbursements per membership year at no charge. There will be a service charge for each additional service call beyond the number of allowable calls or reimbursements. AAA Hawai'i may require immediate payment of a service charge by credit or debit card for "Classic" benefit level service before providing service. Additional charges for Roadside Assistance services beyond the "Classic" benefit level, such as towing beyond 5 miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extrication/winching and tire change service for RVs and motorcycles, will be payable by the member directly to the independent service provider at the time of service at such service provider's applicable rates. If the member is unable to provide a valid credit or debit card to AAA Hawai'i at the time of service request or the charge is not approved by the credit or debit card company, AAA Hawai'i may send service on a "Cash on Delivery" (COD) basis, meaning all charges payable by the member will be paid directly to the independent service provider at the time of service at such service provider's applicable rates. If a cardholder has an unpaid service charge balance and contacts AAA Hawai'i for Roadside Assistance service, AAA Hawai'i may require immediate payment of both the unpaid balance and the service charge for the current service call before providing service. The nonpayment of a service charge may result in cancellation of membership. Roadside Assistance service calls or reimbursements must be for personal, non-commercial use and subject to the service limitations and conditions in this guide.

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

TYPES OF SERVICE

- MINOR MECHANICAL FIRST AID
  When it is safe, minor repairs may be attempted at the scene to place the vehicle in a drivable condition. These repairs cannot be guaranteed, and members should immediately proceed to a repair facility to consult a mechanic. AAA Hawai'i cannot guarantee the availability of repairs. The AAA Hawai'i service representative or the service provider can assist you in locating a local AAA Approved Auto Repair facility, upon request.
- FLAT TIRE SERVICE
  If the vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire, if possible. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit.
- BATTERY JUMP START
  If your vehicle's battery is dead, the independent service driver will jump-start your vehicle if possible. If it cannot be started, towing will be provided under the towing benefit.
- AAA MOBILE BATTERY SERVICE
  AAA Mobile Battery Service is a mobile battery testing and replacement service. In areas where the service is available, a AAA Mobile 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 3-year free replacement period valid in the U.S. and Canada.

  AAA Mobile Battery Service is part of Roadside Assistance for AAA members, generally provided by independent service providers, and is only available in select areas during select hours. Batteries and battery warranties are provided by independent suppliers. The battery test and replacement service count as 1 of the member's allowable service calls per membership year. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Warranty valid in the United States and Canada. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply to AAA Mobile Battery Service. See *Member Guide* for details.

  AAA Battery Price is for AAA members using the AAA Mobile Battery Service only, does not include cost of required membership dues, and applies if installed during 1 of the member's allowable service calls per membership year. Extra charges may apply after the member's last allowable service call and for certain vehicle types requiring labor intensive installations. AAA Approved Auto Repair facilities may charge extra for testing and installation.
- EMERGENCY FUEL DELIVERY
  If your vehicle runs out of fuel, a limited supply will be delivered, if available, in an emergency situation to enable you to reach the nearest gas station. Classic members will be charged for the fuel. AAA Plus and AAA Premier members will receive enough fuel at no cost to reach the nearest gas station. Diesel fuel must be requested when you request service and may not always be available. In some cases, your vehicle may have to be towed if it runs out of fuel.
- EXTRICATION AND WINCHING
  If your vehicle becomes stuck, one (1) normally equipped service vehicle and one driver will be provided to extricate or winch your vehicle when it can be safely reached from a normally traveled road or established thoroughfare. Extrication of vehicles parked on streets, driveways, parking lots or alleys which are snowbound or flooded is not covered under AAA membership. Service does not include shoveling snow from around a vehicle or clearing a road or driveway. If special equipment, more than one service vehicle or more than one person is required, the associated costs may be at your expense. AAA Plus and AAA Premier members who require extrication or winching for a vehicle will be provided up to two (2) drivers and two (2) service vehicles, if needed, at no additional charge.
- VEHICLE LOCKOUT AND LOCKSMITH SERVICE
  When the keys are locked inside the vehicle passenger compartment, the service provider will attempt to gain entry. If this attempt is not successful and the services of a vehicle locksmith are required to gain entry, the expenses are fully covered or reimbursable. (See Reimbursement.)

  When the services of a vehicle locksmith are required for lost or broken keys, keys locked in the trunk, or other automotive emergencies, vehicle locksmith service up to $60 in parts and labor will be provided for Classic members. AAA Plus members receive up to $100 for parts and labor for the services of a vehicle locksmith, and AAA Premier members receive up to $150 for similar locksmith services. If a vehicle locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit.
- TOWING SERVICE
  When a vehicle cannot be started or safely driven, due to a sudden breakdown, accident or other covered vehicle disablement, the service provider can tow the vehicle back to its facility, no matter how far away, at no charge to the member. A covered vehicle disablement is a sudden or unexpected mechanical, electrical or other failure of a motor vehicle that places the vehicle in an unsafe or undrivable condition. Not all service providers perform repairs at their facility. If you choose to have the vehicle towed to another location (including a AAA Approved Auto Repair facility), it will be towed without charge to a destination of your choice that is up to five (5) driving miles in any direction from the point of breakdown for Classic members and up to 100 driving miles for AAA Plus members. With AAA Premier, you can use one (1) allowable Roadside Assistance service call per household per membership year for a tow of up to 200 driving miles, and the remaining service calls allowed in the membership year for tows of up to 100 driving miles. AAA Plus and AAA Premier benefits increase the distance limits on tows for the allowable service calls as described above, but do not add extra allowable service calls. AAA Plus and AAA Premier towing may be subject to a delay.

  A member must be present when the vehicle is delivered to a closed repair facility. AAA Plus and AAA Premier Towing beyond the benefits described above will be performed at the member's expense and may be subject to delay.

RENTAL CAR BENEFITS
(In Conjunction with an in-state Roadside Assistance Tow)

All rental car benefits described below are valid in Hawai'i only. Rental car benefits must be used in conjunction with a tow which is one of the allowable Roadside Assistance service calls.

A member whose car is being towed and who needs a rental car in Hawai'i can get a replacement vehicle at a discounted rate from a AAA Hawai'i preferred rental car provider. AAA Plus members receive a complimentary one-car-class upgrade in addition to the AAA-discounted rate.

If the one-car-class upgrade vehicle is not available, the AAA Plus member will receive the next higher car class, subject to availability.

If you are a AAA Premier member whose car is being towed and who needs a rental car in Hawai'i, we will arrange for you to get a standard class or equivalent rental car for one (1) day at no charge from a AAA Hawai'i preferred rental car provider. Rental must be arranged by AAA Hawai'i. Each AAA Premier cardholder is entitled to up to one (1) day complimentary standard class or equivalent rental car coverage per membership year. The AAA Premier member has up to 48 hours from the time of the tow to contact AAA Hawai'i and request the complimentary rental car benefit. Service must be provided by the rental car provider arranged through AAA Hawai'i by calling the AAA Roadside Service number on the back of the membership card and cannot be for an out-of-state rental. AAA

Premier members are responsible for subsequent days rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges fees or taxes.

Once the complimentary rental car benefit has been used, AAA Premier members are entitled to the AAA Plus discounted rental car rates and complimentary one-car-class upgrade described above. The complimentary one-car-class-upgrade may not be used in combination with the complimentary rental car benefit.

You will need to present your AAA membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions, including age restrictions, apply. Rental cars are subject to availability. Rental fee subject to change. A refundable deposit may be required. The state of Hawai'i has a per day surcharge for rental cars. This surcharge can be waived if a member provides a repair order from a dealership or repair shop when returning the rental car.

Members who obtain a rental vehicle from a AAA Hawai'i preferred rental provider can receive assistance to get to a rental location. Assistance includes having a vehicle delivered to the member the next day or pickup and drop off to the nearest rental location or up to a $50 reimbursement for taxicab fare to the nearest rental location. The taxicab fare expense will be deducted from the charge for rental days, or if the rental is a one (1) day rental only, and the rental charges do not exceed the taxicab fare, the AAA Hawai'i preferred rental provider will return the reimbursement by mail to the member, provided that member supplies the receipt and proof of breakdown to receive the reimbursement. For AAA Premier members, the rental is a one (1) day complimentary rental only, the AAA Hawai'i preferred rental provider will return the reimbursement by mail to the member, provided that member supplies the receipt and proof of breakdown to receive the reimbursement.

RIDE ASSIST

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

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

INDEPENDENT SERVICE PROVIDERS
Roadside Assistance services as described in this guide are generally provided by independent businesses under contract to AAA Hawai'i (not employees or agents of AAA Hawai'i, the American Automobile Association or other AAA clubs). In some areas, service is provided by AAA Hawai'i employees and AAA Hawai'i-owned vehicles. These independent businesses are selected for their ability to provide Roadside Assistance. We cannot guarantee they will have parts or be able to provide repairs.

While responsibility for injury, loss, damage or unsatisfactory workmanship caused by the acts or omissions of any independent service provider remains with the independent service provider, AAA Hawai'i will attempt to assist members in resolving complaints involving an independent service provider. Member complaints should be received as soon as possible and before additional repairs are made. Failure to do so may limit our ability to assist.

ELIGIBLE VEHICLES
The following motor vehicles are eligible for service, provided they qualify for highway registration and are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced:

- Automobiles, pickup trucks, sport utility vehicles, vans, minivans and light utility motor vehicles are eligible for those services which can be safely performed with equipment available from the service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels.
- Dual-wheel campers/motor homes will be provided all services except towing, extrication/winching, and tire change service. Dual-wheel unloaded pickup trucks are provided all services except tire service.
- Motorcycles are eligible only for the delivery of fuel and locksmith services.

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

CHECK ACCEPTANCE FOR EMERGENCY REPAIRS
A member's personal check for up to $250 will be accepted by the service provider for emergency repairs and services. A valid membership card and driver's license will be required for identification.

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

SERVICE LIMITATIONS
Service will be limited to that which can be provided with equipment ordinarily used for Roadside Assistance by the 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.

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

Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. 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, including, but not limited to, taxicabs, limousines, shuttles and other commercial vehicles for hire.

Towing service will not be provided for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation. Such tows are considered "convenience tows" and are not covered roadside assistance services.

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

The following services are not provided under the membership benefit:
- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, private logging or forest service road).
- Shoveling snow from around a vehicle or clearing a road or driveway.
- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.

- Towing of vehicles purchased in an inoperable condition.
- Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, non-emergency lock repairs and re-keying of vehicle locks).
- Service in situations where a membership card and a matching valid driver's license or other state or federally issued photo identification is not provided to the service driver, you must provide a driver's license for identification if you are the driver.
- Use of two or more Roadside Assistance service calls to extend the member tow mileage benefit for the same breakdown.
- More than 100 driving miles of towing per allowable Roadside Assistance service call for AAA Plus members.
- More than 200 driving miles of towing on one (1) allowable Roadside Assistance service call per AAA Premier household per membership year and more than 100 driving miles of towing on the remaining allowable Roadside Assistance service calls.
- Towing, extrication/winching and tire change service for RVs and motorcycles.
- Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
- The installation or removal of snow tires or chains.
- Charges related to impound or stolen vehicle recovery, towing or storage.
- Installation of automotive parts that are not provided by the service provider.
- AAA Plus and AAA Premier services prior to seven (7) days after processing and receipt of the full payment due.

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

Reimbursements for services, including services received outside of Hawai'i, will only be considered for those membership services which AAA Hawai'i provides without charge. (Exception: Vehicle locksmith service will be reimbursed up to $60 for Classic members, up to $100 for AAA Plus members and up to $150 for AAA Premier members.) Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable. Reimbursement is not provided for taxi fares, telephone calls, rental cars, etc.

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

PARTIAL REIMBURSEMENT
Only partial reimbursement, limited to the amount AAA Hawai'i would have paid an independent service provider, will be made when AAA was not contacted to provide service. If towing is covered by an automobile insurance policy, the maximum reimbursement for a tow bill will be limited to the amount AAA Hawai'i would have paid an independent service provider to provide the service. Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable.

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

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

TRAVEL

Travel Agency
Full service leisure travel agency benefits are available from AAA Travel, with Member-only benefits on select cruise or land vacations, rental cars, hotels, and more. Members receive a discount on processing fees when purchasing airline or rail tickets through a AAA travel advisor. International driving permits and discounted passport photos are also available at your local Auto Club branch.Members save on expedited passport and travel visa courier services online. AAA Premier members receive one (1) free set of passport photos per membership year, only available at the AAA Hawai'i branch.

Travel Guides
Next generation AAA TourBook® guides are available free online, designed to help discover destination content including AAA Diamond-designated hotels and restaurants, fast facts, and AAA discounts. AAA Plus members receive 50% off the listed cover price for select European travel guides. AAA Premier members receive these same select European travel guides for free. These travel books are limited to one (1) free per title, per AAA Premier cardholder, per membership year. Both AAA Plus and AAA Premier members receive free international maps published by AAA.

Hertz® Car Rentals
AAA members receive discounts for Hertz car rentals for domestic and international leisure travel. Eligible members can also get free use of one child safety seat, 10% discount off Hertz fuel purchase option and free additional drivers. To be eligible, you must be a AAA member, hold a major credit card in your own name and meet standard rental requirements. AAA members that join Hertz Gold Plus Rewards can receive points to use towards rewards, experiences and more. Advance reservation required. Subject to availability. Your AAA membership provides exclusive benefits and savings when you book with your AAA Travel Advisor or visit AAA.com/Hertz. Your Hertz/AAA CDP ID# is 000018.

Travel Insurance
When you travel for business or pleasure, help protect your investment.Choose from a variety of plans to fit your travel needs.Plans may provide reimbursement for certain non-refundable financial expenses associated with a canceled or interrupted trip due a covered reason, lost baggage or medical emergencies.In addition, you'll have access to 24-Hour Hotline Assistance staffed with multilingual specialists who can help with many types of situations from almost anywhere in the world.Exclusions, conditions and limitations may apply.

See your AAA travel advisor for more details.

Travel Assistance
AAA Premier members can receive Travel Emergency Assistance and Concierge Services 24 hours a day, 7 days a week—in the United States or internationally—when they are on planned trips 25 driving miles or more from the AAA Premier member's primary residence which include at least one (1) overnight stay and are not more than 45 days in duration. Concierge Services are also available prior to a planned trip. These services are available to AAA Premier members and their spouses and unmarried dependent children age 21 or under who are traveling with the AAA Premier member.

24 HOUR TRAVEL ASSISTANCE** for AAA Premier members includes:
- Emergency message center
- Lost ticket and document replacement arrangements
- Lost baggage assistance
- Emergency airline and hotel reservation
- Legal referrals
- Money transfers, including emergency cash transfer arrangements
- Assistance translation services
- Prescription replacement arrangements
- Medical provider referrals, appointments and admission arrangements
- Medical case monitoring and liaison service
- Emergency medical transportation arrangements
- Emergency visitation arrangements

CONCIERGE SERVICE** for AAA Premier members includes:
- Destination information
- Travel referrals and reservations
- Restaurant and spa recommendations and services
- Event tickets
- Health club information, referrals and reservations
- Tour information
- Gift basket and floral delivery
- Business services
- Golf tee times and reservations (subject to availability), golf referrals, and information

24-Hour Travel Assistance and Concierge Services for AAA Premier Members, please call the numbers below:

800.586.8456 (Toll-free, Domestic)
804.673.1563 (Collect, International)

The member must purchase AAA Premier service prior to the travel departure date in order to use these services. 24-Hour Travel Assistance and Concierge Services are not financial benefits. Any costs associated with these services are paid by the member.

****Allianz Global Assistance is the provider and administrator for these benefits. Certain restrictions and limitations apply.**
Benefits and service provider are subject to change without notice.

AUTOMOTIVE

Vehicle Pricing & Research Services
You can research your next new car online at AAA.com/Auto. The Build-Your-Car tool allows you to select the options you are interested in, and then gives you a detailed estimate of the car's price, with your specific requirements.[1] Members can compare features and view the MSRP side-by-side, and get detailed pricing reports for new cars. AAA Premier members can also call the toll-free number listed on the back of their membership card for a free new car buying consultation.

[1]New car information provided by ©1986 – 2025 Autodata, Inc dba Chrome Data.

CARFAX Vehicle History Reports

Classic and AAA Plus members can purchase CARFAX Vehicle History Reports for 20% off the retail price online by logging in to AAA.com/Auto.

AAA Premier members may request one (1) free CARFAX Vehicle History Report per membership year exclusively available through AAA Premier Services by calling the toll-free number listed on the back of the AAA Premier membership card, and may purchase additional CARFAX Vehicle History Reports at a 40% discount online by logging in to AAA.com/Auto.

AAA Approved Auto Repair
When you go to a AAA Approved Auto Repair facility, all repairs, both parts and labor, are guaranteed by the facility for 24 months or 24,000 miles, whichever comes first under normal operating conditions, unless otherwise stated in writing. Members also save 10% on regularly-priced parts and labor, up to $75, upon requesting the discount at AAA Approved Auto Repair facilities. Plus, members can get a free 40-point maintenance inspection with any paid service, upon request. Most passenger cars and light trucks are eligible. Members also receive AAA's support to help resolve disputes arising from a service or repair at a AAA Approved Auto Repair facility.

Cannot be combined with any other discount or coupon. Valid AAA membership card must be presented at the AAA Approved Auto Repair facility at the time of service. Other restrictions may apply. See facility for details.

Automotive Expert Consultation
AAA members can receive free advice on vehicle problems and repairs from a specialized team of automotive consultants.

Vehicle Inspection Program
Members can bring their vehicle to a participating AAA Approved Auto Repair (AAR) facility for a comprehensive inspection using standards and procedures developed by AAA. For a fee, the facility's technicians will thoroughly inspect the engine, transmission, suspension, drive axles, electronic system and more. See participating AAA Approved Auto Repair facilities for details and scope of vehicle inspection.

AAA Premier members may receive up to a $45 rebate off the current full price of a Vehicle Inspection Program service. AAA Premier member rebate subject to change without notice. Limit of one (1) Vehicle Inspection rebate per AAA Premier cardholder per membership year. Rebate may not be combined with any other offer or discount. Other restrictions apply. For additional terms and conditions and to obtain a mail-in rebate form, visit AAA.com or contact the AAA Hawai'i branch.

Vehicle Windshield Repair
AAA Premier members receive an exclusive AAA price on windshield chip repairs provided by Safelite AutoGlass®. You'll receive a discount off the regular repair price and a waived mobile delivery and supply fee. One discounted repair service per AAA Premier household per membership year. For current pricing, go to AAA.com/Windshield. Your Premier benefit includes the repair of up to three chips or cracks in a single visit on one vehicle. Limitations on repair size and location on windshield apply. Service must be scheduled through AAA.com/MyAccount. Mobile and retail service available in select areas. For members recently upgrading to AAA Premier, the benefit is effective seven calendar days after the upgrade is processed. Service is not eligible for reimbursement. May not be combined with any other offer. Not valid on insurance claims or commercial fleet services. Offer subject to change without notice. Sales tax charged in certain states.

MEMBER SERVICES

AAA Discounts & Rewards®
Your AAA membership gives you access to thousands of discounts on popular theme parks, movies, and must-see attractions across the country. Plus, save on everyday essentials like dining, wellness, gas, travel and much more! Check out all the AAA member discounts waiting for you at AAA.com/Discounts.

Discounts, products ande vendors are subject to change at any time without notice. Restrictions apply. For full terms and conditions and to view current discounts, visit AAA.com/Discounts.

Identity Theft Protection
Each AAA Member ahe (18) or older can receive FREE identity theft monitoring with ProtectMyID® Essential. This free benefit includes: an Experian® Credit Report upon enrollment, credit monitoring from Experian®, email alerts when key changes are detected on your credit report, lost wallet assistance, fraud resolution support, and one-time free online exposure scan to see where your information is exposed across people finder sites. Members with ProtectMyID® Essential receive the additional benefit of Ten Thousand Dollars ($10,000) in identity theft insurance at no extra charge.

AAA also offers two additional levels of protection to help you take control of your identity, both at a discounted monthly rate. AAA Premier Members save an additional ten percent (10%).

All ProtectMyID plans are provided by Experian®. You must be 18 years of age or older and a current AAA member to be eligible to enroll in ProtectMyID. A valid email address and access to the internet is required. Products subject to change or terminate at any time without notice. Certain terms, conditions, and restrictions apply. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. For more information, visit AAA.com/IDProtect.

Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described.

***AAA Explorer* Magazine**
As a member of AAA Hawai'i, you'll automatically receive *AAA Explore*r magazine quarterly. An annual $2 subscription to *AAA Explore*r magazine is included in the membership dues.

AAA Visa Signature® Credit Cards
Meet your new go-to credit card for everywhere you go. AAA has two cards to choose from; which card is best for you? Our **AAA Daily Advantage Visa Signature®** Credit Card is perfect for those who value earning cash back for life's everyday adventures, and our **AAA Travel Advantage Visa Signature®** Credit Card is ideal for those who want cash back to complement a travel-focused lifestyle. Visit AAA.com/CreditCard to learn more.

For information about rates, fees, other costs and benefits associated with the use of this credit card, visit AAA.com/CreditCard and refer to the disclosures accompanying the application.

Offer is exclusive to AAA Travel Advantage Visa Signature® Credit Card or AAA Daily Advantage Visa Signature® Credit Card holders enrolled in the AAA Travel Advantage or AAA Daily Advantage Rewards program. For offers associated with a specific category, earnings will only be awarded if the merchant code for the purchase matches a category eligible for the offer. Each merchant is assigned a code by a third party that indicates the merchant's area of business. Comenity Capital Bank does not have the ability to control assignment of merchant codes. Cash back can be redeemed as statement credits, direct deposit, rewards and qualifying purchases at participating AAA locations. This rewards program is provided by Comenity Capital Bank and its terms may change at any time. For full Rewards Terms and Conditions, please see AAA.com/AdvantageTravelTerms or AAA.com/AdvantageDailyTerms.

Credit card offers are subject to credit approval.

Notary Service
Most personal notary transactions are available at the AAA Hawai'i branch, Monday through Friday. Personal notary signatures are free for AAA Premier members (up to 10 per day). There is a per signature fee for Classic and AAA Plus Members, as well as for any business-related notarizations. Personal Notary signatures must be obtained at the AAA Hawai'i branch and fees are subject to change without notice. Some restrictions apply.

Auto Club App
As a member, you can access your digital membership card and proof of insurance on your smartphone using the Auto Club App plus request roadside assistance and track the service vehicle so you know exactly when help is arriving. You also get additional benefits, including member discounts, local gas prices, travel information, and more. The Auto Club App is available on iPhone® and Android™ devices. For more information, visit AAA.com/Mobile.

Requires availability of cellular data services. Message, data and roaming rates may apply. Must be a current member of AAA to use certain features. Electronic proof of insurance may not be valid as proof in all states. Please keep your hard copy version on hand. Must be a current AAA member and insured through AAA to use this feature. Location services must be enabled for the Auto Club App to display gas, discounts near you, and to provide your location in the event of a roadside service request. Please enable location permissions while using the app. Membership roadside assistance terms and conditions apply.

INSURANCE

Insurance
Get a free quote on auto, homeowners, condo, renters or life insurance by calling or visiting the AAA Hawai'i branch today.
Or visit us online at AAA.com.

Separate purchase of AAA membership is generally required to obtain and renew AAA insurance coverage. AAA insurance is a collection of AAA branded products, services and programs available (where authorized) to qualified AAA Members. AAA personal lines insurance is provided by Interinsurance Exchange of the Automobile Club. Insurance may also be provided by independent carriers. Life Insurance is offered by our affiliate AAA Life Insurance Company, Livonia, MI, which is licensed in all states except NY. CA Certificate of Authority #07861. Your local AAA club and/or its affiliate act as an agent of AAA Life Insurance Company.

AAA Accident Assist
Auto Insurance through AAA comes with a complete accident recovery program called AAA Accident Assist which can start to handle all of your needs from the scene of an accident with one phone call to AAA at 800-672-5246.

At the scene of the accident, AAA:
- Sends a AAA Roadside Assistance Service Provider vehicle
- Tows your vehicle to the repair shop of your choice
- At your request, contacts family members on your behalf

Immediately after the accident, AAA:
- Arranges a rental vehicle for those with rental coverage
- Completes your claim notice at your convenience

If your car is repaired at a AAA Member Preferred Repairs Program shop, AAA:
- Saves you time by scheduling a repair without you having to wait for an adjuster
- Gives you a lifetime warranty on workmanship for the repair

For members with liability-only or other limited coverage with the Exchange, Roadside Assistance service is provided under your membership, not your insurance policy, and is subject to membership restrictions. Repairs, rentals and other benefits are subject to policy coverage and limits. Calling AAA for AAA Accident Assist should only be done from a safe location and only after contacting the proper authorities. Roadside Assistance generally provided by independent service providers.

TOLL-FREE NUMBERS

Roadside Assistance	800-222-4357
Request Roadside Assistance Online	AAA.com/HELP
Insurance, Travel & Membership	
From O‘ahu	808-593-2221
From the neighbor islands	800-736-2886
TDD for Speech or Hearing Impaired	800-955-4833

AAA Hawai‘i
1130 N. Nimitz Hwy., Suite A-170
Honolulu, HI 96817

AAA HAWAI'I —PRIVACY NOTICE

This Privacy Notice describes how we handle your personal information as a motor club and the steps taken to protect your privacy. A separate privacy notice would apply to information collected through other means, including from the use of our website, AAA mobile applications, insurance, AAA OnBoard telematic services, and affiliate partner products and services. You should consult those notices if necessary.

Information We Collect. We collect information about you to offer AAA member benefits as listed in the *Member Guide.* This includes information that you provide directly, such as your contact information; that you provide indirectly, such as when you call or visit us online; and that we collect from third parties. We also collect information about your transactions and experiences with us, affiliate partners, and other clubs/entities within the AAA federation. This includes, for example, information when you:

- Request Roadside Assistance (e.g., towing service)
- Purchase travel from a partner
- Use automotive services (e.g., AAA Approved Auto Repair or motor vehicle registration)
- Use member services (e.g., AAA Discounts & Rewards).

Information We Use and Share. We may share your information with affiliates and third parties (such as within the AAA federation and with affiliate partners) to provide membership services, and for marketing purposes, including joint marketing with other financial companies with whom we have joint marketing agreements. We may also provide your information to service providers and business partners, as permitted or required by law, including for our everyday business purposes, such as processing your transactions, maintaining your accounts, responding to court orders and legal investigations, preventing fraud, and reporting to consumer reporting agencies. We may also provide your transaction and experience information and creditworthiness information to our affiliates for their everyday business purposes.

We may use your service location to identify your location to provide Roadside Assistance, and for:

(i) internal analytics, including mileage calculations

(ii) quality-assurance initiatives and member surveys

(iii) Approved Auto Repair (AAR) facilities when a referral is requested

(iv) requesting assistance from emergency providers (e.g., police, fire)

(v) rental car providers if a referral is requested.

We may share your service location with our authorized independent service providers, AAR facilities, our AAA personnel, and our affiliates.

Information Protection. We maintain physical, electronic, and procedural safeguards to protect your personal information. We require employees and vendors to keep your personal information confidential. Access to such information is provided to those who need it for their duties. We review the information security practices of vendors with whom we share personal information.

Solicitation and Marketing. If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Privacy Notice Inquiry, Attention: List Manager, PO Box 25001, A112, Santa Ana, CA 92799-5001, and provide your full name and street address, membership number, telephone number and email address along with your request to be placed in our Do Not Solicit File. Your request will take effect within 60 days. During this time, you may receive mailings that were already in progress. You will continue to receive *AAA Explorer* magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually and reserve the right to modify this Notice at any time.

This Notice is provided on behalf of: AAA Alabama (Alabama Motorists Association Inc.), AAA Hawai'i, AAA Missouri (Automobile Club of Missouri), AAA New Mexico LLC, AAA Northern New England, AAA Northern New England Insurance, AAA Texas LLC, Tidewater Virginia (Tidewater Automobile Association of Virginia Incorporated), ACSC Management Services Inc., Auto Club Enterprises, Auto Club Services LLC, Automobile Club of Southern California, and Club Exchange Corporation.

Visit us at AAA.com

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