MEMBER GUIDE

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AAA.com
MEMBERSHIP INFORMATION

This Member Guide describes your Auto Club Member benefits.

New Members can join the Auto Club at the Classic level of benefits only. Existing Members with Classic level of benefits are eligible to upgrade to AAA Plus® or AAA Premier® if the Primary Member in the Membership household has been a primary Member of the Auto Club for the prior ninety (90) days and there have been no tow requests in the Membership household during the Auto Club during this same period. Existing Members with AAA Plus level of benefits may upgrade to AAA Premier at any time. Members may add the Optional RV and Motorcycle Roadside Assistance as an additional upgrade to any level of AAA benefit. Former Members of the Auto Club who previously had AAA Plus or AAA Premier level of benefits within the past three hundred sixty-five (365) days can rejoin at the AAA Plus or AAA Premier benefit level. Extended Roadside Assistance services for AAA Plus, AAA Premier or optional RV and Motorcycle services are effective seven (7) calendar days after processing, and receipt of the full payment due. If you have a vehicle disablement before you join, that disablement will not be covered after you join as one of your four allowable service calls per membership year. If you would like such service, a non-refundable service fee will apply. See AAA.com/servicefee for fee amount.

All Members are entitled to receive Classic benefits. Members who are eligible and have paid the AAA Plus or AAA Premier dues are entitled to receive the AAA Plus or AAA Premier benefits, as applicable. Members who have paid the Optional RV and Motorcycle Roadside Assistance dues are entitled to receive the Optional RV and Motorcycle Roadside Assistance benefits, as applicable.

The AAA Plus Personal Notary benefit is available immediately after purchase. AAA Premier benefits that are available immediately after purchase include the following: Personal Notary, CARFAX Vehicle History Report, Air and Rail processing fee discount, Automotive Consultation, Car Buying Consultation, Vehicle Pricing benefit, 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, the Auto Club may cancel the Membership, and seek payment of any costs incurred as a result of such misuse.

Auto Club Membership

All applications and renewals are subject to approval and acceptance by the Automobile Club of Southern California. If at any time during the year you decide that the Auto Club is not for you, we will give you a pro-rated refund of the Membership dues you paid, excluding the new Member admission fee and discounts. 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 twenty-one (21) years old and reside in your household. There is a limit of one Adult Associate per household. Dependent Associates must be under twenty-one (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. Adult and Dependent Associates enjoy the same Membership benefits as Primary Members. Primary Members are responsible for the conduct and the service demands of their Associates and any costs to the Auto Club incurred as a result of misuse of Auto Club benefits by their Associates under the Membership. An individual may be a Member on only (1) Membership at a time.

Membership Renewal

The Auto Club Membership is valid for one (1) year. The day, month and 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 (1) 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 ninety (90) days after your Membership expiration date. If you renew your Membership prior to your Membership expiration date or within ninety (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 (1) year from the date you paid for your renewal. The Auto Club 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 (1) year from the Membership join date.

Membership Cancellation Policy

According to Auto Club bylaws, the Auto Club may cancel a person’s Membership or affiliation with the Auto Club if the Auto Club determines that the person’s conduct or excessive service demands are detrimental to the welfare, standing, or best interest of the Auto Club or to other Members. Members are responsible to the Auto Club for the conduct and service demands of their Associates.

AAA Auto Pay

If you have renewed in AAA Auto Pay, your membership dues will be on automatic payment and your membership will renew automatically each year for one (1) year unless you call us at 800.222.3612 or visit your local branch to cancel AAA Auto Pay or your membership prior to your Auto Pay date. Each year, we will send you a statement of your current services and renewal dues amount no less than thirty (30) days prior to your expiration date. We will charge the dues shown on your statement about 10 to 15 days prior to your expiration date from your stored debit/credit card account on file if paying by credit or debit card, or about 1 business day before your expiration date from your stored checking account on file if paying with ACH payment.

By providing your phone number, you agree that we may contact you at the phone on file via a prerecorded voice message, auto-dialer, or text message in the event your AAA Auto Pay fails or in other circumstances related to AAA Auto Pay or your membership. By enrolling in AAA Auto Pay, you agreed that we can store your credit/debit/checking account information to process future payments. If your card issuing financial 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. You can opt out of the program with your card issuer; we will update our files and use the new information for AAA Auto Pay. 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 AAA Auto Pay enrollment and membership. Returned checks and returned electronic payments may be re-presented for payment. Each returned payment is subject to a returned payment fee, which may be debited electronically. See AAA.com/servicefee for fee amount.

Collecting Your Contact Information

As a Membership organization, it’s vital for the Auto Club 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 the Auto Club. 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.
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, please use the service representative’s address as your point of breakdown for Classic Members and up to 100 driving miles from the point of breakdown for AAA Plus Members.

AAA Plus and AAA Premier Members who require extrication or winching of a vehicle will be provided up to One Hundred Dollars ($100.00) for similar locksmith services.

A SAFETY MESSAGE

When requesting service, be prepared to provide:

• Make, model, year, color and license plate number of the vehicle
• The exact location of your vehicle and nearest cross streets
• Model, make, year, color and license plate number of the vehicle
• Nature of the trouble

 AAA Plus and Premier Benefits increase the distance limits on non-RV/motorcycle tows, but do not add extra allowable service calls. AAA Plus and Premier towing may be subject to a delay.

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Typically,Only one (1) Roadside Assistance service call per household per membership year will be provided. If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA California, Attention: Membership Privacy, PO Box 5061, Long Beach, CA 90805-0061.

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

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RENTAL CAR BENEFITS
(In conjunction with a Roadside Assistance Tow in Southern California)

All rental car benefits described below are valid within the thirteen (13) counties served by the Automobile Club of Southern California only. Rental car benefits must be used in conjunction with a tow that is one (1) of the four (4) covered services. The following motor vehicles are eligible for service, provided the vehicle type is one that customarily qualifies for highway registration and is not a covered vehicle disablement:

• Automobiles, pickup trucks, sport utility vehicles, vans, minivans and light-utility motorhomes

Members are entitled to the AAA discounted rental car rates and complimentary one-car-class upgrade described above. The complimentary one-car-class upgrade may not be used in conjunction with the one-day complimentary rental car benefit.

You will need to present your Auto Club Membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions apply.

SERVICE OUTSIDE SOUTHERN CALIFORNIA

• TOWING SERVICE – RV/MOTORCYCLE

Towing and extrication and winching service for motorcycles is available with Optional RV and Motorcycle Roadside Assistance. Motorcycles must be licensed for highway use.

You will need to present your Auto Club Membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions apply. Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. An individual’s Auto Club Membership is not transferrable from one vehicle to another. This benefit is available at the AAA club closest to the location of service.

Towing service will not be provided for a covered vehicle disablement and will not be provided for the purpose of transporting vehicles due to a purchase, sale, donation, auction transaction, car show exhibition or any other similar situation, even if the intent is to repair the vehicle. Service is limited to the repair of covered vehicles and is not covered road assistance services.

Service will be limited to that which can be provided with equipment ordinarily used for Roadside Assistance by the independent service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely transported or serviced without damage to the vehicle or service equipment.

Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. The Auto Club 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 Auto Club Membership may not be transferred to another person. Service is not covered road assistance services.

REIMBURSEMENT

The Auto Club 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 service delays before help can reach you. Heavy traffic may also delay the arrival of the service provider driver. Because towing is for the most time-consuming type of service the Auto Club provides, towing operations may be temporarily suspended (subject to the receipt of prior notice) whenever the Auto Club determines that it is not possible to safely or effectively reach Members stranded away from shelter or to Members with vehicles that have slid off and/or become stuck on highways in severe snowstorms.

Members who request service for which a fee is charged will be charged a service fee in accordance with the standard prevailing commercial rates for that type of service. Members will be reimbursed for Membership services at the prevailing commercial rates when AAA service was requested from a AAA or CAA club, and the Member’s personal check for up to Two Hundred Fifty Dollars ($250.00) will be accepted by the independent service provider for emergency 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. A Member’s personal check for up to Two Hundred Fifty Dollars ($250.00) will be accepted by the independent service provider for service 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. A Member’s personal check for up to Two Hundred Fifty Dollars ($250.00) will be accepted by the independent service provider for service 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. A Member’s personal check for up to Two Hundred Fifty Dollars ($250.00) will be accepted by the independent service provider for service 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.
AAA 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%) on the monthly rate.

The AAA Member Rewards Visa® Credit Card described herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies. Coverage may not be available in all jurisdictions.

Identity theft insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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. Refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

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AAA Accident Assist

If you are involved in an accident while driving your automobile, you can call AAA. AAA will send a service vehicle to your location. Immediately after the accident, AAA can:

• send a AAA roadside assistance service provider vehicle
• tow your vehicle to a repair shop in our AAA Member Preferred Repairs Program, or the repair shop of your choice
• assist you in filing a claim

The AAA Member Preferred Repairs Program is available in all AAA states except for the Automobile Club of Southern California (AAA SoCal) and AAA Northern New England (AAA NNE).

AAA is not affiliated with the insurance companies that we work with and do not guarantee the services of these companies.

AAA Auto Club for AAA Accident Assist should only be done from a safe location and only after contacting the proper authorities.

The lifetime warranty from an additional ten percent (10%).

The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies. Refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

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