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## MEMBERSHIP INFORMATION

This Member Guide describes your AAA New Mexico 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®, AAA Plus® RV, AAA Premier® or AAA Premier® RV 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.

AAA Premier benefits that are available immediately after purchase include the following: Personal Notary, CARFAX Vehicle History Report, Air processing fee waiver, Automotive Expert Consultation, Car Buying 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 New Mexico may cancel the membership, and seek payment of any costs incurred as a result of such misuse. The area serviced by AAA New Mexico is one of nine territories ("Affiliate Territories") serviced by one of the following affiliated clubs: AAA Alabama, AAA East Central, AAA Hawaii, AAA New Mexico, AAA Northern New England, AAA Texas, AAA Tidewater, Automobile Club of Missouri, and Automobile Club of Southern California.

### AAA New Mexico Membership

All applications and renewals are subject to approval and acceptance by AAA New Mexico. **If at any time during the year you decide that AAA 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 21 years old and reside in your household. There is a limit of one 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. 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 AAA New Mexico incurred as a result of misuse of AAA New Mexico benefits by their Associates under the membership. An individual may be a member on only one membership at a time.

### Membership Renewal

AAA New Mexico membership is valid for one 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 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 New Mexico 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 New Mexico 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 New Mexico its employees, or its members. Membership may also be canceled 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.

### AAA Auto Pay

By enrolling in AAA Auto Pay, your membership dues will be on automatic payment and your membership will renew automatically for 1 year unless you call us at 877.222.1020 or visit your local branch to cancel AAA Auto Pay or your membership prior to membership expiration date. Each year, we will send you a statement of your current services and renewal dues amount no less than 30 days prior to your expiration date. We will charge the dues shown on your statement seven (7) business days prior to your expiration date from your debit/credit account on file and in the case of a checking account, approximately one (1) business day prior to the renewal date shown on your statement.

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 membership dues and in other circumstances. 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. Unless you opt out of the program with your card issuer, we will update our files and use the new information when we bill you for your annual membership dues. 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.

Returned checks and returned electronic payments may be re-presented electronically for payment. Each returned check and returned electronic payment is subject to a returned payment fee, which may be debited electronically. For fee amount visit [AAA.com/ServiceFee](http://AAA.com/ServiceFee).

#### **Collecting Your Contact Information**

As a membership organization, it's vital for AAA New Mexico 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 New Mexico. 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 New Mexico Attention: Membership Privacy PO Box 630588, Irving TX, 75063-0130 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 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

If a member is injured in an automobile collision, the independent 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.

#### **A SAFETY MESSAGE**

If you are concerned for your safety or for the safety of others, tell the AAA New Mexico service representative or the independent 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 independent service providers that display the AAA or AAA New Mexico 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 independent 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 vehicle disablement. AAA memberships are not transferable, and membership service is not provided to non-members. Members cannot transfer or sell their membership or any service call to any other person. 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.**

#### **ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS**

Each AAA New Mexico cardholder is entitled to four (4) Roadside Assistance service calls or reimbursements for personal, non-commercial use per membership year at no charge, subject to the service limitations and conditions in this guide. There will be a service charge for each additional service call after the fourth service call or reimbursement. AAA New Mexico may require immediate payment of a service charge by credit or debit card for "Classic" benefit level service before providing Roadside Assistance on the fifth or subsequent service request in a membership year. Additional charges for Roadside Assistance services beyond the "Classic" benefit level, such as towing beyond 3 miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extrication/winch 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 New Mexico at the time of service request or the charge is not approved by the credit or debit card company, AAA New Mexico 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 New Mexico for Roadside Assistance service, AAA New Mexico 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 is not intended as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA New Mexico 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 New Mexico cannot guarantee the availability of repairs. The AAA New Mexico service representative or the independent 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. If this service is for an RV, it is subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section below. Tire change service is not available for motorcycles.
- **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 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 New Mexico cannot guarantee the availability of repairs. The AAA New Mexico service representative or the independent 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. If this service is for an RV, it is subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section below. Tire change service is not available for motorcycles.
- **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, may be 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 one (1) of the Member's four (4) allowable service calls per Membership year. 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 Roadside Assistance terms and conditions apply to AAA Mobile Battery Service. Members must request and/or schedule battery service by contacting AAA.
- **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 service station. Classic members will be charged for the fuel. AAA Plus and AAA Premier members will not be charged for the fuel. 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 SERVICE**  
If your vehicle becomes stuck, one 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 that 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 an eligible vehicle, including an RV or motorcycle will be provided up to two drivers and two service vehicles, if needed, subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE—RV/MOTORCYCLES section below.
- **VEHICLE LOCKOUT AND LOCKSMITH SERVICE**  
When the keys are locked inside the vehicle passenger compartment, the independent 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 or unexpected breakdown, accident or other covered vehicle disablement, towing service is available. 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 independent service providers perform repairs at their facilities. A member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described in this section will be performed at the member's expense and may be subject to delay.
  - **TOWING SERVICE – NON-RV/MOTORCYCLE VEHICLE** - The independent service provider can tow the vehicle back to its facility, no matter how far away, at no charge to the member. If you choose to have the non-RV/motorcycle 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 three (3) driving miles from the point of breakdown on allowable service calls for Classic members and up to 100 driving miles from the point of breakdown on allowable service calls for AAA Plus.  
With AAA Premier, you can use one (1) allowable Roadside Assistance service call per household per membership year for a non-RV/motorcycle tow of up to 200 driving miles, and the remaining allowable service calls in the membership year for non-RV/motorcycle tows of up to 100 driving miles.  
AAA Plus and AAA Premier benefits increase the distance limits on non-RV/motorcycle tows for allowable service calls, but do not add extra allowable service calls.
  - **TOWING SERVICE – RV/MOTORCYCLE** - Tow benefit for RVs and motorcycles, as well as extrication and winching, and tire change service for RVs are available as allowable service calls for AAA Plus and AAA Premier members. AAA New Mexico will pay up to \$500 towards services per allowable RV/Motorcycle service call, up to \$1,000 total per household per membership year on allowable RV/Motorcycle service calls. Members will be responsible for

all other costs of service above that amount. AAA Plus and AAA Premier Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described in this Section.

#### RENTAL CAR BENEFITS

(In conjunction with an in-state Roadside Assistance Tow) All rental car benefits described below are valid in New Mexico only. Rental car benefits must be used in conjunction with a tow which is one of the four (4) allowable Roadside Assistance service calls.

A member whose car is being towed and who needs a rental car in New Mexico can get a replacement vehicle at a discounted rate from a AAA New Mexico 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 New Mexico, we will arrange for you to get a standard class or equivalent rental car for one (1) day, at no charge, from a AAA New Mexico preferred rental car provider. Rental must be arranged by AAA New Mexico. Each AAA Premier cardholder is entitled to one (1) complimentary one-day standard class or equivalent rental car per membership year. The AAA Premier member has up to 48 hours from the time of the tow to contact AAA New Mexico and request the one-day complimentary rental car. Service must be provided by the rental car provider arranged through AAA New Mexico 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 day's rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees or taxes.

Once the one-day 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 for the balance of the membership year. The complimentary one-car-class upgrade may not be used in combination with the one-day 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.

Members who obtain a rental vehicle from a AAA New Mexico 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, AAA New Mexico's 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, if the rental is a one (1) day complimentary rental only, the AAA New Mexico 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 New Mexico 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 New Mexico 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 New Mexico (not employees or agents of AAA New Mexico, the American Automobile Association or other AAA clubs). These 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 New Mexico 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 independent service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels.
- Recreational Vehicles (RVs) are eligible for service with the exception of towing, extrication/winch and tire change service. Towing, extrication/winch and tire change service for RVs is available under AAA Plus and AAA Premier benefits. RVs include motor homes, camper vans, cab-over campers, and recreational trailers including camping trailers, fifth wheel trailers and utility trailers carrying recreational vehicles or equipment (excludes commercial and horse trailers). ATV Trailers, Boat Trailers, and Personal Watercraft Trailers must be carrying their designated recreational equipment or must be empty to be eligible for service.
- Motorcycles are eligible only for the delivery of fuel and locksmith services. Towing and extrication/winch service for motorcycles is available under AAA Plus and AAA Premier benefits. Motorcycles must be licensed for highway use.

#### SERVICE OUTSIDE NEW MEXICO

Outside New Mexico, AAA New Mexico 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 independent 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 New Mexico for consideration. (See Reimbursement.)

#### CHECK ACCEPTANCE FOR EMERGENCY REPAIRS

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

#### EXTREME SERVICE CONDITIONS

AAA New Mexico 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 New Mexico 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 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.

Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA New Mexico 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 New Mexico 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.
- Towing, extrication/winch and tire change service for RVs and towing and extrication/winch service for motorcycles, unless the member has AAA Plus or AAA Premier benefits.
- 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 an independent service provider.
- AAA Plus and AAA Premier services prior to seven (7) calendar 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 any AAA New Mexico 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 New Mexico, will only be considered for those membership services which AAA New Mexico 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 New Mexico 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 New Mexico 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 New Mexico 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 New Mexico. Service is provided by independent locksmiths and is subject to availability; if AAA New Mexico 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 Guides

North America and Caribbean AAA TourBook® Guides are available to view online, download or print. TripTik® Travel Planners are available free online or in branch. Select printed maps are available to pick up in branch free of charge to Members. 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 guides 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.

#### Travel Agency

Full service leisure travel agency benefits are available from AAA Travel, with Member-only benefits on select cruise or land vacations. Members receive a discount on processing fees when purchasing airline tickets through AAA Travel. 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 household per membership year, only available at AAA New Mexico branches.

## Travel Insurance

Members can purchase travel insurance for vacations as well as Mexico Automobile Insurance for driving into Mexico. Travel insurance is offered through by Allianz Global Assistance, underwritten by BCS Insurance Company or Jefferson Insurance Company. Mexico Automobile Insurance is provided by Grupo Nacional Provincial, S.A. Contact your local AAA branch for more information.

Underwritten by BCS Insurance Company or Jefferson Insurance Company. Allianz Global Assistance is the licensed producer and administrator. Automobile Club of Southern California or affiliates act as producer in HI and KS. Insurance plans include insurance benefits and assistance services. Terms, conditions, and exclusions apply. Contact Allianz Global Assistance at 800.284.8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com.

## Travel Assistance

AAA Premier members can receive Travel Assistance and Concierge Services 24 hours a day, 7 days a week— in the United States or internationally—when they are on planned trips 100 miles or more from the AAA Premier member's primary residence which include at least one 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 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.

**\*AGA Service Company (dba 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.

## Hertz® Car Rentals

AAA members receive discounts for Hertz car rentals for domestic and international leisure travel. Each eligible domestic rental includes free use of one child, infant or toddler booster seat, based on availability. There is no charge for additional drivers who are AAA members meeting standard rental qualifications in select locations. AAA members that join Hertz Gold Plus Rewards can receive points to use towards rewards, experiences and more. Your AAA membership provides exclusive benefits and savings when you book with your AAA Travel Advisor or visit [AAA.com/Hertz](http://AAA.com/Hertz). Your Hertz/AAA CDP ID# is 072.

## AUTOMOTIVE

### AAA Car Buying Service\*

The free AAA Car Buying Service provides an easy-to-use, stress-free car buying experience. Choose from a network of Certified Dealers to purchase your next new or pre-owned vehicle. The AAA Car Buying Service allows members to research vehicles, obtain average price paid by others, view pricing on local inventory at local Certified Dealers and get your Vehicle Certificate with the Member Price to take to the Certified Dealer.\*\* To find the nearest Certified Dealer or to buy a new or pre-owned car, go to [AAA.com/AutoManager](http://AAA.com/AutoManager).

\* AAA Car Buying Service is managed by TrueCar, Inc. Available for select makes and models and in select areas. Limited supply and special edition vehicles may be excluded. Other restrictions may apply. See Certified Dealer for details. Not all dealers participate in the AAA Car Buying Service program and dealers may be subject to change at any time without notice.

\*\* New Cars: You will receive upfront member price offers on in-stock dealer inventory. Not all dealer inventory is presented online. The Member Price is an offer directly to you. It includes the vehicle's MSRP minus incentives and dealer discounts. It excludes dealer fees and accessories, applicable tax, title, licensing, other state and governmental charges and/or fees, and is subject to change based on incentives eligibility. The MSRP or Manufacturer's Suggested Retail Price, sometimes known as the sticker price, is the retail price suggested by the manufacturer. Used Cars: Vehicle certificate shows dealer's advertised price for used cars.

The AAA Car Buying Service and TrueCar do not set vehicle pricing and are not responsible for errors in the pricing information communicated to you by a Certified Dealer through the AAA Car Buying Service site. Certain terms, conditions and restrictions apply.

### Vehicle Pricing & Research Services

You can research your next new or pre-owned car online at [AAA.com/AutoManager](http://AAA.com/AutoManager). Members can view features, manufacturer incentives and MSRP, 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 or pre-owned car buying consultation.

For pre-owned cars, you can view thousands of pre-owned vehicles for sale by dealers through the AAA Car Buying Service's online inventory available at [AAA.com/AutoManager](http://AAA.com/AutoManager).

### 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](http://AAA.com/Auto).

AAA Premier members receive one (1) free CARFAX Vehicle History Report per membership year by calling the AAA Premier Services phone number located on the back of the AAA Premier membership card. Subsequent CARFAX Vehicle History Reports are available to AAA Premier members at a 40% discount when ordered at [AAA.com/Auto](http://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 \$50, 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 New Mexico's support to help resolve disputes arising from a service or repair at a AAA Approved Auto Repair facility. Other restrictions may apply. See facilities for details. Cannot be combined with any other discount or coupon. Valid AAA membership card must be presented at a AAA Approved Auto Repair facility at time of service.

#### **Automotive Expert Consultation**

AAA Premier members can receive free advice on vehicle problems and repairs from our 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. Price and 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](http://AAA.com) or contact your local AAA New Mexico branch.

#### **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](http://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](http://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.

#### **Mature Driver Improvement Class**

Many drivers over age 55 recognize their driving knowledge can use a tune-up. For just such drivers, AAA New Mexico's preferred provider, I Drive Safely® offers an 8-hour online Mature Driver Improvement course. For drivers who have already completed an 8-hour program, a 4-hour online renewal course is also offered. AAA New Mexico members receive a discount on both courses. Drivers who complete the courses may be eligible to receive a discount on a portion of their auto insurance.

#### **MVD Vehicle Registration Services**

At all AAA New Mexico branches, members can take care of many personal Motor Vehicle Division transactions. You can renew your vehicle registration, request a duplicate vehicle registration and sticker, conduct an in-state title transfer (private party) and transfer vehicle title and registration for a vehicle from another state. There is a \$2 administrative fee for each MVD transaction, in addition to the MVD fees. The administrative fee is subject to change without notice. Vehicles must be registered to, or transferring to, the AAA Member's name. MVD vehicle registration services are available Monday through Saturday.

## MEMBER SERVICES

#### **AAA Discounts & Rewards®**

Your AAA membership unlocks thousands of discounts on everyday purchases. So before you head out for a day of shopping, plan that family vacation or take the kids out for dinner and a movie be sure to check out all of the special AAA member discounts waiting for you at [AAA.com/Discounts](http://AAA.com/Discounts). Participating businesses and discounts subject to change at any time without notice and discounts may be subject to additional terms and conditions. Restrictions apply. See [AAA.com/Discounts](http://AAA.com/Discounts) for terms and conditions.

#### **Identity Theft Protection**

Each AAA Member age eighteen (18) or older can receive FREE identity theft monitoring with ProtectMyID® Essential. This free benefit includes: free daily monitoring of your Experian® credit report, free email alerts when key changes are detected on your Experian credit report, free monthly "all clear" email alerts when no changes are detected, lost wallet assistance and free fraud resolution support. To get this free benefit, enroll online or by phone. AAA Premier® 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%).

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 eighteen (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. For more information visit [AAA.com/PeaceOfMind](http://AAA.com/PeaceOfMind).

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.

#### **AAA Explorer Magazine**

As a member of AAA New Mexico, you'll automatically receive AAA Explorer magazine bimonthly. Membership includes a \$2.00 non-deductible subscription for AAA Explorer.

#### **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 <http://AAA.com/CreditCard> to learn more.

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

Offer is exclusive to AAA Daily Advantage Visa Signature® Credit Card or AAA Travel Advantage Visa Signature® Credit Card holders enrolled in the AAA Daily Advantage or AAA Travel Advantage program. 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 <http://AAA.com/AdvantageTravelTerms> or <http://AAA.COM/AdvantageDailyTerms>.

Credit card offers are subject to credit approval.

AAA Daily Advantage Visa Signature® Credit Card and AAA Daily Advantage Visa Signature® Credit Card are issued by Comenity Capital Bank pursuant to a license from Visa U.S.A. Inc. Visa is a registered trademark of Visa International Service Association and used under license.

**Notary Service**

Notary service is generally available for a fee for most personal documents, Monday through Friday, during normal business hours, and at no charge for AAA Premier members. Service is available in all branches excluding Louisiana, where it is not available. Some branches are open on Saturday. Up to 10 signatures per day. Notarizations must be obtained at a AAA branch only and fees are subject to change without notice. Certain restrictions apply.

**Notary Service**

Most personal notary transactions are available at any AAA New Mexico branch, Monday through Saturday. 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 a AAA New Mexico branch. Some restrictions apply.

**Mobile App**

Members can access their digital membership card & proof of insurance on their smartphone using the Auto Club App. They can request Roadside Assistance and track the service vehicle to know when help is arriving. Members also get additional benefits, including member discounts, gas prices, travel and more. The Auto Club App is available on iPhone® and Android<sup>SM</sup>.

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. Service Tracker through the Auto Club App is subject to availability and may not work correctly if either your GPS or the service vehicle's GPS is not enabled. Membership Roadside Assistance terms and conditions apply. Message, data and roaming rates may apply.

**INSURANCE**

**Insurance**

Get a free quote on auto, homeowners, renters, personal umbrella, and life insurance by calling or visiting a AAA New Mexico branch. Or visit us online at [AAA.com](http://AAA.com).

Separate purchase of AAA membership is generally required to obtain and renew AAA insurance. AAA insurance is a collection of AAA branded products, services and programs available to qualified AAA members. AAA personal lines insurance is provided by Interinsurance Exchange of the Automobile Club. Life insurance is underwritten and annuities are provided by AAA Life Insurance Company, Livonia, MI. AAA Life is licensed in all states, except NY. The Motor Club and/or its affiliates act as agents for their affiliate insurers, including AAA Life.

**AAA Accident Assist**

Auto insurance through AAA comes with a complete accident recovery program called AAA Accident Assist. The AAA Accident Assist program can handle your needs from the scene of an accident by placing a phone call to AAA at 888.322.2674.

At the scene of the accident, AAA:

- Sends a AAA Roadside Assistance Service Provider vehicle
- Tows your vehicle to a repair shop in our AAA Member Preferred Repairs Program, or the repair shop of your choice

**TOLL-FREE NUMBERS**

Roadside Assistance . . . . .	800.222.4357
Request Roadside Assistance Online . . . . .	AAA.com/HELP
Insurance, Travel & Membership . . . . .	877.222.1020
TDD for Speech or Hearing Impaired . . . . .	800.955.4833

**AAA New Mexico Branches**

<b>Albuquerque East - Regional/Branch</b> 10501 Montgomery Blvd. N.E. Albuquerque, NM 87111 505.291.6611	<b>Albuquerque West</b> 9231 Coors Road N.W. Albuquerque, NM 87114 505.792.1938	<b>Las Cruces</b> 3991 E. Lohman Ave. Las Cruces, NM 88011 575.523.5681	<b>Santa Fe</b> 3517 Zafarano Dr. Suite D Santa Fe, NM 87507 505.471.6620
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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.



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