



ROADSIDE ASSISTANCE SERVICE REFUND APPLICATION

To insure that AAA members receive quality Roadside Assistance Service, AAA has contracted with qualified facilities to provide members with road side assistance 24 hours a day, 365 days a year. Because of the volume of service we can provide to these facilities, we are able to negotiate rates, lower than normal private rates, for the Roadside Assistance Service they provide to AAA members. This, in turn, helps us to maintain your annual membership dues at reasonable levels. Members who obtain road side assistance from other sources reduce the effectiveness of our Roadside Assistance Service program. **THEREFORE, PLEASE ALWAYS CONTACT AAA FIRST WHEN YOU REQUIRE SERVICE.**

If you contacted AAA for Roadside Service and service was *not available*, please fully complete the application on the reverse side and forward to the address shown within 60 days of the service date. Be sure to attach the original paid itemized receipt bearing the member's name. The following refund provisions apply:

- Reimbursement will be considered only if it is a service allowed by the AAA's Roadside Assistance Service Guidelines and if it is a service we provide without charge. Reimbursement will be based on the reasonable prevailing commercial rates for the region where the vehicle became disabled.
- If AAA service *was available*, and you elected to use some other source for your road side assistance, or a *valid membership card was not presented*, reimbursement will be adjusted according to the servicing contractor's rate for the area where the vehicle became disabled.

PLEASE MAIL COMPLETED APPLICATION TO:

**RAS Refund Department
P.O. Box 14611
St. Louis, MO 63178**

Please fully complete all questions regarding your reimbursement request. We realize this form may seem to ask for information that is not necessary, but too little information may cause us to delay or disqualify the service for reimbursement. PLEASE PRINT OR TYPE.

PLEASE READ REVERSE SIDE BEFORE COMPLETING

SECTION 1 - Identification

Your Membership Number: _____ Phone: _____

Your Name: _____

Your Address: _____

Check here if this is a new address: _____

SECTION 2 - Service Call Information

Date of Service: _____ Time of Service: _____ AM PM Amount paid for road service only: \$ _____

Year of Vehicle: _____ Make of Vehicle: _____ Model of Vehicle: _____

Exact Location of breakdown: _____

Name of Nearest Town: _____

SECTION 3 - Requesting Service

Who did you call to obtain service AAA's 24 Hour Communication Center
 Other (specify): _____

If AAA's 24 Hour Communication Center was not called, explain why: _____

If AAA provided service, explain reason for charges: _____

Were you present when the driver arrived and with the vehicle to receive service? Yes No

If no, explain: _____

Were you driving or riding in the vehicle when it broke down? Yes No

If you paid for the service, did you present your AAA membership card? Yes No

SECTION 4 - Towing

Was the vehicle towed? Yes (if yes, complete this section) No (If no, go to Section 5)

Where was vehicle towed? _____

How many miles was the vehicle towed? _____ Miles Was the tow requested by the police? Yes No

If yes, give reason: Accident Stolen Abandoned Vehicle
 Other (specify) _____

SECTION 5 - Other Services

If the vehicle was not towed, what type of service was provided: Start Tire Gas Lock-out
 Other (specify) _____

SECTION 6 - Member's Signature

I have read the reverse side of this application and understand that reimbursement will be 1) considered only if it is allowed by the Club's Roadside Assistance Guidelines and 2) based on my original paid, itemized receipt, on printed company letterhead, that I have attached.

X _____ Date _____

PLEASE BE SURE TO ATTACH YOUR ORIGINAL RECEIPT