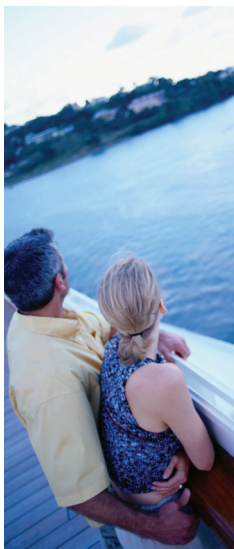


## MEMBER GUIDE

- ▶ EMERGENCY ROAD SERVICE
- ▶ AUTO TRAVEL PLANNING SERVICES
- ▶ TRAVEL AGENCY SERVICES
- ▶ INSURANCE SERVICES
- ▶ DISCOUNTS & REWARDS
- ▶ AND MUCH MORE!



# AAA's Basic Belief

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

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## President's Message

Dear Valued AAA Member:

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

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

Whenever you need help, AAA will be nearby with more than 1,000 branch offices across the country and over 63,000 service vehicles nationwide. AAA emergency roadside assistance is available 24 hours a day, 365 days a year.

It's no wonder the association has grown to more than 50 million members since its inception in 1902. AAA has never lost sight of its mission to provide quality service to each and every member.

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

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

We encourage you to make the most of your membership.

Sincerely,



President



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AAA Club 215

# About Your Membership

Your AAA membership entitles you to AAA services and benefits. It's easy to obtain AAA services, simply:

- Call or visit any AAA branch office
- Visit [AAA.com](http://AAA.com)

## Your Membership Card is Valuable!

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

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



## Your Membership Dues

Membership dues are billed annually or monthly. You may hold only one membership at a time. Membership eligibility, dues, fees, benefits, and services are subject to change without notice. An individual may have only one membership. All applications and renewals are subject to approval and acceptance by AAA East Central. Membership includes a nondeductible \$1 subscription for *AAA Motorist/Traveler* publication. 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. For fee amount visit [AAA.com/servicefee](http://AAA.com/servicefee).

## Annual Dues Option

AAA East Central memberships paid annually are valid for one year (excluding special offers and promotions). The day and month and, in most cases, year that your membership expires appears on your membership card. 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 East Central will continue to provide



most membership benefits and services to you after your membership expiration date for a limited period of time; however, if you do not renew, you will be billed a service charge for certain services used during such period.

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

By enrolling in AAA Auto Pay for the annual dues option, your AAA membership dues will be on automatic payment and your membership will renew automatically for one year unless you contact us to cancel AAA Auto Pay or your membership prior to your 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 about 7 days prior to your expiration date from your debit/credit card account on file or about one business day before your expiration date from your checking account on file. 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, visit [AAA.com/servicefee](http://AAA.com/servicefee). 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. You may cancel AAA Auto Pay or update your credit or debit card account number and/or expiration date at any time by calling us at 1-800-441-5008, going online at [AAA.com/myaccount](http://AAA.com/myaccount) or visiting your local branch. You may cancel your membership at any time by contacting us at 1-800-441-5008 or visiting your local branch.

## Monthly Dues Option

The monthly dues option for AAA membership requires the authorization of automatic payments charged to a credit or debit card ("Monthly Auto Pay"). You will receive notice of your monthly dues and scheduled payment date upon joining, annually thereafter, and when you make changes to your membership. Your payment will be processed up to four (4) days after: (i) your scheduled payment date or (ii) if your payment date is not contained in a given month, the last day of the month. Your membership will automatically renew each month until you cancel it. You may cancel your membership at any time, without future dues payment obligations, by contacting us at 1-800-441-5008 or visiting your local branch at least three (3) days prior to your next scheduled payment date. There is no requirement to keep your membership for a full membership year or any number of months. You must cancel your membership at least three (3) days prior to your next scheduled payment date to avoid renewal for an additional month. Monthly dues payments are non-refundable. If we are unable to process your monthly payment, your membership benefits will be suspended and you will need to re-authorize your Monthly Auto Pay enrollment and make the past due payment no later than fourteen(14) days after your payment due date or your membership will automatically cancel and you will be billed for any roadside assistance services used after your missed payment. You agree to maintain a valid email address on file with us and we will email you notice of any payment failures. You can make changes to or cancel Auto Pay online

at [AAA.com/myaccount](http://AAA.com/myaccount), by phone at 1-800-441-5008, or by visiting your local branch. If your Monthly Dues Option or membership is cancelled for any reason, all primary and associate members under your membership cannot rejoin or renew with Monthly Auto Pay, but, if eligible, may rejoin only upon payment of admission fee and annual dues in full, with no discount and subject to all applicable new membership policies.

If you add or remove associate members or change your member benefit level, it may take up to two billing cycles for the new amount to be charged. If the change results in an increase in your monthly dues, we may process an additional charge for the amount of any effective increase that was not previously charged. If the change results in a reduction of your monthly dues, both a charge and refund may appear on your next credit or debit card statement. New associates or benefit level upgrades will be effective immediately upon processing, subject to applicable wait periods. If you remove an associate, reduce your benefit level or cancel your membership, those changes must be made at least three (3) days prior to your next scheduled payment date to be effective at the start of the next month. The minimum associate member age is 19 for the Monthly Dues Option. Monthly Dues Option is not available in New York.

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

You agree that we may contact you at the phone number on file via a prerecorded voice message, auto-dialer, or text message in the event your automatic payment fails for any reason or in other circumstances related to your automatic payments or your membership. 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 for AAA Auto Pay and Monthly Auto Pay. We will not receive updated information if your account has been closed.

### AAA Membership Levels

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

\* This is a partial list of AAA Premier® benefits, for more information visit [AAA.com/Premier](http://AAA.com/Premier).

# Types of Membership

## Primary

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



## Associate

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

Free Junior Associate memberships are available for teens age 16 through 18 who are Dependent Associates. Not available with the Monthly Dues Option.

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



## AAA Membership Levels

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

Extend benefits for even more driving security, savings and service!	
AAA Plus® Membership	AAA Premier® Membership*
<b>Up to 100 miles.</b> Rental car discount plus one-car-class upgrade.	Increases one AAA Plus® tow to 200 miles. Free rental car for one day.
Discount air reservation fees at AAA Travel Agency offices.	Waives airline reservation fees, free passport photos and 24-hour Global Emergency Assistance.
<b>Free</b> delivery of emergency gas. Fuel is free.	<b>Free</b> delivery of emergency gas. Fuel is free.
<b>Two</b> service vehicles and <b>two</b> drivers (if needed) at no extra charge.	<b>Two</b> service vehicles and <b>two</b> drivers (if needed) at no extra charge.
<b>Free</b> service call (to gain entry) and up to \$100 for vehicle locksmith charge. <b>AAA Plus</b> towing benefit applies, if necessary.	<b>Free</b> service call (to gain entry) and up to \$150 for vehicle locksmith charge. \$100 Home Lockout Service.
Full amount reimbursed for covered AAA services (as long as costs are based on commercial rates).	Full amount reimbursed for covered AAA service (as long as costs are based on commercial rates).
N/A	24-7, toll-free access to information on travel, restaurants, event tickets, etc.
N/A	<b>Windshield Repair</b> - AAA Premier members receive an exclusive AAA price on windshield chip repairs provided by Safelite AutoGlass®.**

\*\* 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.

# AAA Plus®



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

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

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

## Upgrade Your Membership to AAA Plus®!

AAA Plus® may be added any time during your membership year, subject to a 7-day waiting period, by paying the required dues amount. To enroll in AAA Plus®, call or visit any local AAA branch office.

The Primary Member and all of the Associate Members living in the Primary Member's household must maintain the same membership level - Classic, AAA Plus® or AAA Premier®.

# AAA Premier®

AAA Premier® includes all AAA Plus® benefits and extends your protection to offer the highest levels of service, convenience and savings.

AAA Premier® members receive one tow of up to 200 miles per household per membership year. Plus, all remaining allowable tows will continue to be up to 100 miles. (Maximum of 4 road service calls per member per year.) Other benefits include: One-day car rental with a tow, 24-hour Concierge Service, windshield repair, free personal notary service, and one passport photo session. (Premier services are for personal, non-business use only. Subject to an initial 7-day waiting period. Some Premier services not available to NY residents.)

## RV/Motorcycle Roadside Assistance

Your membership already includes locksmith assistance and emergency fuel delivery for your RVs and motorcycles. Members with AAA Plus and AAA Premier may add optional RV/Motorcycle roadside assistance.

- Up to \$500 per RV/Motorcycle service call, \$1,000 household maximum per membership year on allowable RV/Motorcycle service calls
- RV and motorcycle towing, extrication and winching, and RV tire change
- Use any of your four allowable roadside assistance calls for RVs, recreational trailers (such as boat, ATV and more), or motorcycles that you own, borrow, or rent.
- Includes motorcycles licensed for highway use, dual-wheel motor homes, camper vans and cabover campers, recreational trailers including camping trailers, fifth-wheel trailers and empty horse trailers, where available. Boat trailers (not in the water), personal watercraft trailers (not in the water) and ATV trailers must be either empty or transporting recreational vehicles or equipment. Utility trailers must be carrying recreational equipment (for non-commercial use). Commercial trailers are excluded. Service does not include transportation of horses.

See page 14 for more details on eligible recreational vehicles.

Members may be required to pay for towing of boat trailers in affiliate AAA club territories and submit for reimbursement.





# Automotive Services

## Emergency Road Service

AAA's 24-hour Emergency Road Service means there is always a person to call in case of an automotive emergency. We'll get you back on the road as quickly as possible with a dedicated network of more than 63,000 service vehicles nationwide.

AAA assistance includes changing a flat tire, jumping a dead battery or mobile battery testing and replacement service, delivering emergency gasoline or fuel, lock out and key service, or when all else fails, towing your car. We'll provide the assistance to help you get behind the wheel again as quickly as possible.

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

## Your AAA Membership Card is Your Key to Service

To receive emergency road service, you must present your AAA membership card or dues receipt and a matching 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 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 nonmembers. Other members of your household who want emergency road service must have their own membership cards, in their own names, to obtain service.

**Unless a valid AAA membership card and 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. 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](http://AAA.com/servicefee) for fee amount.**

## To Obtain Service

AAA is only a phone call or click away! In the case of an automotive emergency, call the AAA number listed on your AAA membership card. You'll be connected to our 24-hour dispatch center or the AAA club in the area from where you are calling. You can also request emergency road service online at [AAA.com](http://AAA.com), or via the Auto Club App, which can be downloaded free of charge. To help speed our response, be prepared to:



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

## Allowable Roadside Assistance Calls

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

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

## Service Inclusions

### • Mechanical First Aid

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

### • Flat Tire Service

If the vehicle's spare tire is inflated and serviceable, it will be installed in place of the vehicle's flat tire. If not, towing provisions will apply. With AAA RV/Motorcycle roadside assistance, members will receive RV flat tire service on allowable service calls, subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section below.

### • AAA Battery Service

AAA Battery Service is a mobile battery testing and replacement service. The AAA Battery Service technician will test and assess the vehicle's battery and electrical system. If the existing battery fails the test and the member would like to have the battery replaced, the member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle's original specifications. Each AAA

Premium battery is backed by a limited warranty that includes a 3-year, free-replacement guarantee. **AAA Battery Service is generally provided by independent service providers and is only available in select areas, during select hours.** Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Copies of the warranties are available for inspection from the technician at any time upon request. Membership emergency road service terms and conditions apply.

- **Fuel Delivery Service**

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

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

- **Towing Services**

When your vehicle cannot be started or driven due to a sudden or unexpected breakdown and after attempting any of the listed emergency services, 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 facility. 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 VEHICLES**

- 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. AAA Plus and AAA Premier towing may be subject to a delay.

- **TOWING SERVICE – RV/ MOTORCYCLES** – 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 RV and AAA Premier RV members. AAA 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 RV and AAA Premier RV Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described in this Section.

- **Extrication/Winching**

Your vehicle will be pulled out of a ditch by being extricated/winched when it can be safely reached from a normally traveled or established thoroughfare (driveways must be cleared of snow or ice). If special equipment, additional service personnel or vehicles are required, the associated costs will be at your expense.

AAA Plus and AAA Plus RV provides a second truck and second driver, for up to one hour, if your situation requires it, subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section above.

- **Emergency Check Acceptance**

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

- **Lockout Service**

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

AAA Plus provides up to a total of \$100 in parts and labor to gain entry or make vehicle operable.

AAA Premier provides up to \$150 for Vehicle Locksmith, \$100 Home Lockout Service reimbursement.

- **Service Limitations**

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

Towing service is only provided for a covered vehicle disablement. Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA cannot render service repeatedly to a vehicle in need of repair.

Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. 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 undriveable condition. 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. The following services are not provided under the membership benefit:

- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
- Shoveling snow from around a vehicle or cleaning a road or driveway.
- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as beach, open field, creek bed, private logging or forest service road).
- Towing to or from auto dismantlers, salvage yards, repair facility to repair facility or from one storage location to another.
- Towing for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation.
- Service to a vehicle that is loaded, altered or constructed in such a way as to cause damage or create a hazard while being serviced.
- Charges related to impound or stolen vehicle recovery, towing or storage.
- Tire rotation, the installation or removal of snow tires or tire chains.
- Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, nonemergency lock repairs and re-keying of vehicle locks).
- Service in situations where the membership card and 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.
- AAA Plus<sup>®</sup> members will be responsible for any additional mileage charges beyond 100 driving miles of towing per roadside assistance call. AAA Premier<sup>®</sup> members will be responsible for any additional mileage charges beyond 200 driving miles of towing on one (1) roadside assistance service call per AAA Premier<sup>®</sup> household per membership year and beyond 100 driving miles of towing on the remaining allowable roadside assistance service calls.
- Towing, extrication/winching and tire change service for RVs and towing and extrication and winching services for motorcycles, unless the member has optional RV/

Motorcycle Roadside Assistance benefits.

- Extended Roadside Assistance services for AAA Plus®, AAA Plus® RV, AAA Premier® or AAA Premier® RV benefit levels, where available, are effective 7 calendar days after processing, and receipt of the full payment due.
- Without limiting any other rights or remedies it may have, AAA may seek reimbursement from a member or associate for roadside assistance services fraudulently or wrongfully obtained by the member or associate. Primary members are responsible for the conduct and the service demands of their associates.

- **Special Assistance**

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



## Eligible Vehicles

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

Automobiles, pickup trucks, sport utility vehicles, vans and minivans 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. Dual-wheel unloaded pickup trucks are eligible for all services except tire services.

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

Recreational Vehicles (RVs) are eligible for service with the exception of towing, extrication/winch and tire change service. Towing, extrication/winch and tire service for RVs is available with optional AAA Plus RV and AAA Premier RV coverage. RVs include dual-wheel motor homes, camper vans and cabover campers, motorcycles, and recreational trailers including camping trailers, fifth-wheel trailers and empty horse trailers. Boat trailers, personal watercraft trailers and ATV trailers must be either empty or transporting recreational vehicles or equipment. Utility trailers must be carrying recreational equipment (for



non-commercial use). Commercial trailers are excluded. Service does not include transportation of horses.

## Unable to Locate the Vehicle

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

## Cancel Unnecessary Calls

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

## Weather Emergencies

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

## Alternate Service

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

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

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

## Member's Risk

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

While AAA-affiliated service providers are selected to provide the best emergency road service to our members, such providers are independent contractors and are not agents of AAA. AAA assumes no responsibility for any injuries to persons or property, including damage to the member's vehicle, as a result of an emergency road service request.

AAA will make every reasonable effort to work out a settlement between a member and an affiliated service provider of the member's claim for damages resulting from unsatisfactory emergency road

service. Please contact AAA as soon as possible, and no longer than 10 days of the incident, and prior to repairs so that a prompt investigation can be made while all facts are available.

## Car Buying Service

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



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

If you're considering a used car, visit [AAA.com/Carfax](http://AAA.com/Carfax) for discounted CARFAX reports - detailed reports of the car's history. AAA even provides you with estimated trade-in values.

## Maintaining and Repairing Your Car

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

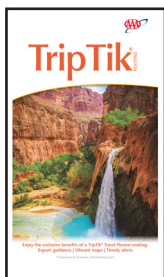


# Auto Travel Planning Services

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

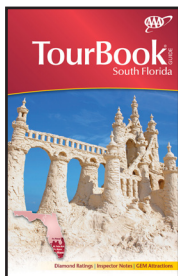
## TripTik® Routings

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



## Digital TourBook® Guides

For over 80 years AAA has been the trusted choice for advice on lodging and restaurants, along with points of interest, to ensure our members can have peace of mind when they travel. With our Diamond Designated listings available in digital TourBooks, members have confidence knowing that AAA's expert inspectors have visited and evaluated each one.



AAA also offers a 100 percent satisfaction guarantee for members: If a member is not satisfied with their experience, AAA will work with the property on their behalf to find an appropriate resolution.

## AAA.com Travel Planning

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



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

## Accommodations Reservations

AAA can make reservations for you at most hotels, motels, and bed-and-breakfasts that accept reservations in the U.S.A., Canada and Mexico.

# Hertz®



## Extra benefits for AAA members. \*



Up to 20% off the base rate \*



Free Additional Driver



Free use of one child seat



10% off a tank of gas

Click: [AAA.com/hertz](https://www.aaa.com/hertz)

Call: 1-800-654-3080

Visit: Your local AAA branch

\*Discount applies to pay later base rate. Taxes and fees excluded. Benefits available at participating Hertz locations in the U.S. and Canada. Advance reservation with AAA Club Discount Code (CDP#) required at time of reservation for full-offer discounts. Gas savings is only valid when prepaid fuel option is purchased. No charge for additional drivers who are also AAA members, have a credit card in their own name and meet standard rental qualifications. Additional terms apply.

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CS 620018

# Travel Agency Services

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

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

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

## Flights

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



## Cruises

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



## Tours

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

## Group Travel Services

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



## Discounted Car Rentals

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

## Travel Insurance

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



## International Driving Permits

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

## Passport & Visa Information

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

## Passport Photographs

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



Provides free passport photographs.

## Transportation Ticketing

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

## Business Travel Services

This division caters to the travel needs of businesses and corporations of all sizes, offering customized travel management, frequent-traveler profiles, monthly account reports and knowledgeable business travel advisors.



**Business  
Travel**



Save \$.05/gallon on each fill up at Shell locations when you join the Fuel Rewards program. Maximum of 20 gallons per fill. Online registration required. [AAA.com/Shell](http://AAA.com/Shell)



## RESTAURANT.COM<sup>®</sup>

Flavor at your fingertips

Get a \$25 restaurant certificate for \$4; or get two \$25 Restaurant.com eGift Cards for \$10 when ordering online at [AAA.com/restaurant](http://AAA.com/restaurant).



Up to 20% off car rentals in USA and Canada. 1-800-654-3080 [AAA.com/hertz](http://AAA.com/hertz)



BUSINESS SOLUTIONS<sup>SM</sup>

Save up to 75% on the Best Value List preferred products with free next-business-day delivery\* or pick up your online order via in-store and curbside pickup.

## LENSCRAFTERS<sup>®</sup> ♥ 👁

Save 50% off lenses with purchase of a complete pair of prescription glasses; 30% off prescription sunglasses and 30% off comprehensive eye exams.

[AAA.com/lenscrafters](http://AAA.com/lenscrafters)



Save an additional 10% off Dell branded PCs, electronics and accessories online. [AAA.com/dell](http://AAA.com/dell)



## AUTO PARTS

Save 10% on most auto parts and accessories and earn NAPA rewards. [AAA.com/napaonline](http://AAA.com/napaonline)



Save 10% off Airport Parking with shuttle service at 21 major airports in the U.S.

To make a reservation visit [AAA.com/theparkingspot](http://AAA.com/theparkingspot)



Rental Leasing Logistics

Save 12% off the daily rate for one-way and local truck rentals.

[AAA.com/pensketruckrental](http://AAA.com/pensketruckrental) or 1-877-222-7924.



FAMILY OF BRANDS

From truly original designs to exclusive signature collections, 1-800-Flowers.com delivers smiles in every imaginable way. Save 20% with code 20AAA.

[AAA.com/1800flowers](http://AAA.com/1800flowers)



Save up to 30% on theme park & attraction tickets, movies, concerts and more! [AAA.com/tickets](http://AAA.com/tickets) or 1-855-938-7222

## The UPS Store



Save 15% off eligible products and services. Save 5% off UPS shipping. [AAA.com/theupstore](http://AAA.com/theupstore)



## IDENTITY THEFT PROTECTION

# Identity theft is all around us.

ProtectMyID® from Experian® gives you superior security for less with powerful identity protection, dedicated service, and peace of mind you can trust.



good  
ProtectMyID®  
**Essential**  
**FREE**

*for all AAA members.*

Free basic monitoring of your Experian credit file, as well as:

- ✓ Experian Credit Report
- ✓ Lost Wallet Protection
- ✓ Fraud Resolution
- ✓ **NEW** – Text message alerts
- ✓ **NEW** – Identity Health Score
- ✓ **NEW** – 1-time online exposure scan

better  
ProtectMyID®  
**Deluxe**

**\$10.95/mo\***

*Premier members save 10%.*

Monitors all three credit bureaus plus provides DARK WEB monitoring of your personal information.

- ✓ Social Security Number Monitoring
- ✓ Real-Time Identity Alerts
- ✓ Dark Web Surveillance
- ✓ **NEW** – Text message alerts
- ✓ **NEW** – Identity Health Score
- ✓ **NEW** – 1-time online exposure scan

✓ **best**  
ProtectMyID®  
**Complete**  
**\$17.95/mo\***

*Premier members save 10%.*

Includes all features of Essential and Deluxe, plus:

- ✓ Experian® CreditLock
- ✓ Child Identity Monitoring
- ✓ Social Media Monitoring
- ✓ **NEW** – Text message alerts
- ✓ **NEW** – Identity Health Score
- ✓ **NEW** – 1-time online exposure scan
- ✓ **NEW** – Online exposure scan – every 90 days
  - Online Exposure Removal Tool
  - Unlimited Device VPN

\*Plus tax where applicable

Deluxe and Platinum members enjoy a 40% discount compared to other plans.

Activate your coverage at  
**AAA.com/IDTheft.**



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



## Auto Buying Program



# Find your next car online

Shop new or used cars from popular car, truck, and SUV brands.

## How It Works



### Find the right car for you

Search for vehicles that best fit your budget, needs, and lifestyle.



### See what others paid

View pricing information and ratings so you know when you're getting a good deal.



### Get your AAA member price

Connect with dealers to get competitive member price offers online, including incentives and dealer fees.

Visit

**AAA.com/autobuying**

or scan this QR code  
to get started.





# Insurance Services

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



## Integrated Insurance

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

## Insurance for Autos, Other Vehicles

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



## Homeowners Insurance

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



## Life Insurance Products

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

## Complimentary Consultations & Quotes

Make an appointment for a complimentary consultation, quote and more information - call your nearby AAA branch, local independent agent, or visit [AAA.com/insurance](http://AAA.com/insurance).

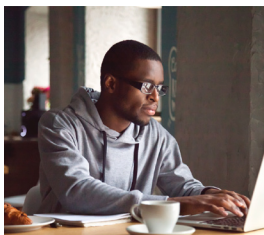
## Financial Services

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

### Identity Theft Monitoring

Identity thieves can sit on stolen information for years before using it. High-level identity protection from AAA gives you greater peace of mind.

As a AAA member, you can save yourself the hassle of wondering how to handle identity theft with powerful coverage from ProtectMyID®. The ProtectMyID® Essential plan is FREE with your membership and includes identity protection must-haves like Experian® Credit Monitoring and 24-Hour Fraud Resolution. Activate your coverage now for peace of mind at a AAA-value from a brand you trust.



Or you can upgrade your coverage for added protection. When you activate ProtectMyID®\*\* Deluxe or ProtectMyID® Complete coverage, you get more monitoring and alert features to help you keep an eye on and restore your identity. AAA has you covered with Social Security Number Monitoring, Real-Time Identity Alerts, Dark Web Surveillance, up to \$1 million of Identity Theft Insurance<sup>1</sup>, and more. AAA Premier members receive a 10% discount off the Deluxe and Complete packages. Visit [AAA.com/IDTheft](http://AAA.com/IDTheft) to activate a comprehensive plan today.

\*\* ProtectMyID® is provided by ConsumerInfo.com, Inc., an Experian company. Certain terms, conditions and restrictions apply. Visit [AAA.com/identitytheft](http://AAA.com/identitytheft) for more information.

<sup>1</sup>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. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. Review the Summary of Benefits: \$10K Insurance and \$1MM Insurance.

# More Member Benefits

## AAA Motorist/Traveler

As a AAA member, you'll receive a subscription to the informative publication, AAA Motorist/Traveler. Every issue contains the latest news affecting motorists and valuable information about auto care, travel and money-saving AAA member-only services. A \$1 subscription to the Motorist/Traveler is included in the membership dues. This amount cannot be deducted.



## Automatic Dues Payment

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

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

## Your Voice in Government

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

## Community Safety

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

AAA's community safety programs embody teen driving, driver education, school safety patrol, occupant protection, bicycle safety, senior mobility, responsible driving and driver improvement for businesses.



## Don't Save Your Battery Test for a Rainy Day



- ✓ DELIVERED
- ✓ INSTALLED
- ✓ WARRANTIED
- ✓ RECYCLED



Get an instant Battery Quote right from your smart phone with the AAA Mobile App. To download go to [AAA.com/app](http://AAA.com/app)

Call **800-AAA-HELP**  
(222-4357)

Consult your local AAA club regarding road service policies. The member discount is off the manufacturer's suggested retail price. AAA batteries are available for most vehicle makes and models. Battery Service is available in most territories.

## Connect with AAA!



### Get Mobile Access to Your Favorite AAA Services!

Download the Auto Club App. Visit [AAA.com/app](http://AAA.com/app)



### Sign up for Savings!

Log on to your AAA account on [AAA.com](http://AAA.com) to sign up.

### Learn everything about AAA!

A wealth of information at your fingertips. Visit [AAA.com](http://AAA.com).

# Privacy Policy

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 East Central AAA Member Records, 5900 Baum Blvd., Pittsburgh, PA 15206-3854, 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 the club publication AAA Motorist/Traveler, other communications directly related to your membership, and promotional offers with your bills and renewal notices. We publish a privacy notice annually and reserve the right to modify this notice at any time.

## **Membership Cancellation Policy**

AAA East Central 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 East Central, 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.

## A Final Note

The area serviced by AAA East Central 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.

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

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

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

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

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

## Dues Refund Policy

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

## Replacement Membership Cards

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

The benefits and services listed in this Guide are those of AAA East Central. Services provided by other AAA clubs may vary. All information contained herein is accurate at the time of printing and is subject to change with notification. Please see AAA Motorist/Traveler publication or AAA.com for changes to policies.





**For AAA Services contact  
your local AAA branch, visit  
AAA.com or call for:**

**ROADSIDE ASSISTANCE**

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

**MEMBER SERVICES**

1-800-441-5008

**TRAVEL SERVICES & RESERVATIONS**

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

**AAA INSURANCE SERVICES**

1-800-207-7947

**AAA EAST CENTRAL  
AAA.com**



**GET THE APP**  
AAA.com/app

