

**To get the SCEA discount, do not sign up through the 800 number or the website, Call Jon Morrow at 214-252-2423**

**Choose the Membership that Fits Your Lifestyle**

	AAA Premier® <u>Regularly</u> \$177 SCEA price \$132	AAA Plus® <u>Regularly</u> \$145 SCEA price \$99	Classic Membership <u>Regularly</u> \$97 for two people SCEA price \$51
<b>Benefit</b> <u>Towing Benefit</u> – Across U.S. and Canada	200 miles (one tow per household, auto only), up to 100 miles (remaining tows)	100 miles	3 miles
<b>Recreational Vehicles</b>	Covered up to 100 miles for the remaining Plus tows	Covered up to 100 miles for the remaining Plus tows	Limited
<b>Motorcycles</b>	Covered up to 100 miles for the remaining Plus tows	Covered up to 100 miles for the remaining Plus tows	Limited
<u>Rental Car Benefits</u> (with in-state tow)	One-day complimentary rental car (standard car class)	Discounted rates plus free one-car-class upgrade	Discounted rates
<u>Emergency Fuel Delivery</u>	Free	Free	You pay for fuel
<u>Vehicle Locksmith Service</u>	Up to \$150	Up to \$100	Up to \$60
<u>AAA Battery Service</u>	Additional \$10 discount on purchase of a battery	Exclusive member only discount on purchase of a battery	Exclusive member only discount on purchase of a battery
<u>Extrication/Winching Service</u>	2 drivers and/or tow trucks up to 1 hour	2 drivers and/or tow trucks up to 1 hour	1 driver/tow truck
<b>Car Theft Reward</b>	Up to \$2,000	Up to \$2,000	Up to \$1,000
<b>Personal Accident Insurance</b>	Included at no extra charge	Included at no extra charge	Included at no extra charge
<b>Medical Expense Rider</b>	Available at an additional charge	Available at an additional charge	Available at an additional charge
<b>Toll-Free Number for Dedicated Service</b>	Dedicated Team		
<u>Trip Interruption Benefits</u>	Up to \$1,500		
<u>24-Hour Emergency Travel &amp; Medical Assistance</u>	Available		
<u>24-Hour Concierge Services</u>	Available		
<u>Vehicle Return Benefits</u>	Up to \$500		
<u>Home Lockout Service</u>	Up to \$100		
<u>Accident Assist</u>	Available		
<u>Ride Assist</u>	Available		
<u>Route Support</u>	Available		
For more benefits, see <a href="#">Member Benefits Chart</a>			

**Towing Benefit**

- Premier — Receive one 200 mile tow per household per membership year (excludes RVs and motorcycles), and the remaining calls up to 100 miles per member per membership year

- Plus — Receive 4 calls per member per membership year, up to 100 miles each
- Classic — Receive 4 calls per member per membership year, up to 3 miles each

When a vehicle cannot be started or safely driven, the vehicle can be towed to the independent service provider (no matter how far away) at no charge to the member.

A member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described above is at the member's expense.

You must present your membership card or dues receipt to the service driver when the service vehicle arrives. A driver's license or other form of matching picture identification will also be required. Service is available only to the person named on the membership card. AAA membership is not transferable, and services are not provided to non-members. Other members of your family who want Roadside Assistance must have their own membership cards in their own names to obtain service.

Unless a valid membership card and picture identification are presented at the time of service, you will be expected to pay for the service provided at commercial rates.

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

### **Auto Rental Assistance Program\***

When you are in need of a replacement vehicle as a result of a mechanical breakdown or other roadside emergency, AAA Texas has made special arrangements to assist you in getting a rental car. Under the Auto Rental Assistance Program, AAA members receive special discounted rates on a replacement vehicle from one of AAA Texas' preferred rental car providers. It is one of the easiest ways to get a replacement vehicle while your vehicle is being repaired. You will need to present your AAA membership card at time of rental.

### **Additional AAA Plus and AAA Premier Car Rental Benefits\***

In addition to the exclusive AAA Texas discounted rates available through our Auto Rental Assistance Program, AAA Plus members receive a complimentary one-car-class upgrade from a AAA Texas preferred rental car provider. The complimentary rental car class upgrade benefit must be used in conjunction with a tow. If the one-car-class upgrade vehicle is not available, the AAA Plus member will receive the next higher car class subject to availability.

### **AAA Premier One Day Complimentary Rental Car\* (with in-state tow)**

If your vehicle is towed in Texas through AAA Texas and you are stranded without transportation — just ask us for help! We'll arrange a standard class or equivalent rental car for one day at no charge from one of the AAA Texas' preferred rental car providers. With AAA Premier, each cardholder is entitled to one complimentary one-day standard class rental car per membership year, when the tow is one of the four allowable Roadside Assistance calls. Service must be provided by the preferred rental car provider and arranged through AAA Texas. The AAA Premier member has up to 48 hours from the time of the tow to call the AAA Texas and request the one-day complimentary rental car. AAA Premier members are responsible for subsequent days' rental charges at discounted rates, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees and taxes.

Once the one-day complimentary rental benefit has been used, AAA Premier members are entitled to the AAA Texas discounted rental car rates plus a complimentary one-car-class upgrade as described above. If the one-car-class upgrade vehicle is not available, AAA Premier members will receive the next higher car class subject to availability. The complimentary rental car class upgrade benefit must be used in conjunction with a tow, and may not be used in combination with the one-day complimentary rental benefit.

\* Normal rental qualifications, including age restrictions, and other restrictions apply. Rental Cars are subject to availability. Rates subject to change.

### **Emergency Fuel Delivery**

If your vehicle runs out of fuel, a limited supply will be delivered, if available, to enable you to reach the nearest service station. If you have AAA Premier or AAA Plus, you will receive a limited supply of fuel free of charge. Diesel fuel must be requested when you call for service and may not always be available. In some cases, your car may have to be towed if it runs out of fuel.

### **Vehicle Lockout/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 locksmith are required to gain entry, these locksmith expenses are fully covered or reimbursable. If a locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit.

When the services of a locksmith are required for lost or broken keys, keys locked in the trunk, or other automotive emergencies, Classic members receive locksmith service up to \$60, AAA Plus members receive up

to \$100, and AAA Premier members receive up to \$150 in parts and labor are included in this benefit.

### **Flat Tire Service**

If the vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire. When a serviceable spare tire is not available, towing will be provided under the towing benefit.

### **AAA Battery Service**

AAA Battery service is a mobile battery testing and replacement service. In areas where the service is available, a 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 technician will install a new AAA battery (provided by Club Assist U.S. LLC), if available, that meets or exceeds the vehicle's original specifications at an exclusive AAA member discounted price. If the member purchases the AAA battery, the service call will not count as one of the four entitled service calls per membership year. All AAA batteries come with a 3-year free replacement warranty valid in the U.S. and Canada.

AAA Premier members are entitled to one (1) \$10 discount per household per membership year on the purchase of an AAA battery.

### **Battery Jump-Start**

If your vehicle's battery is dead, the independent service driver will attempt to jump-start your car if possible. If it cannot be started, towing will be provided under the towing benefit.

### **Extrication/Winching Service**

If your car becomes stuck, it will be extricated or winched as long as it is adjacent to a passable, established road or thoroughfare and can be safely reached from the hard road surface. You may be charged if you need more than your allowable number of service vehicles and/or operators.

### **Minor Mechanical First Aid**

When it's safe, minor repairs may be attempted at the scene to place the vehicle in a driveable condition. These repairs cannot be guaranteed, and members should immediately proceed to a repair facility to consult a mechanic. AAA Texas cannot guarantee the availability of repairs. The AAA Texas service representative or service driver can assist you in locating a AAA Approved Auto Repair facility upon request.

### **AAA Approved Auto Repair**

If your car needs maintenance or mechanical repairs, consider using a [AAA Approved Auto Repair facility](#).

These facilities have met AAA Texas standards, guarantee their workmanship and agree to abide by the decision of AAA Texas when a member is concerned about the quality of repairs or service. Call your local [AAA Texas office](#) or **1.800.392.4353**, extension 8237 for details.

### **24-Hour Emergency Travel and Medical Assistance**

As a AAA Premier member, you can now rest easy the next time you're on a domestic or international vacation! If you have an emergency while traveling 100 miles or more from your primary residence — in the United States or internationally — you may call for Emergency Travel and Medical Assistance 24 hours a day, 7 days a week.

Assistance includes:

- Emergency assistance translation services
- Lost tickets and document replacement arrangements
- Prescription replacement arrangements
- Medical provider referrals, appointments and admission arrangements
- Emergency medical transportation arrangements
- Emergency travel information and assistance
- Emergency cash transfer arrangements
- Emergency message center service
- Emergency medical visitation arrangements

### **24-Hour Concierge Services**

As a AAA Premier member, you can receive easy access to many services when you're traveling on a domestic or international vacation 100 miles or more from your primary residence.

Services Include:

- Theater, sporting event and other entertainment ticketing/reservations
- Limousine and car service information and reservations

- Shopping and health club referrals and information
- Exhibition, shows and festival information
- Messenger service referral and arrangements
- Golf tee times and reservations (reservations subject to availability)
- Gift basket and floral delivery arrangements
- ATM location information
- Weather forecast information
- Travel information and assistance

### **Trip Interruption and Vehicle Return Benefits\***

AAA Premier Trip Interruption and Vehicle Return benefits provide members added peace of mind when on a leisure automobile trip of 100 driving miles or more from your primary residence.

Benefits:

- If your trip is delayed due to an accident, mechanical breakdown, car theft, unexpected illness or injury, or severe weather, you can be reimbursed up to \$1,500 for covered out-of-pocket expenses, including meals and accommodations, OR for substitute transportation to continue your trip.
- You can be reimbursed up to \$500 to help you get your car back home if an unexpected illness or injury prevents you from completing your trip.

\*Insurance benefits are provided under a Master Policy issued by BCS Insurance Co. Benefits are administered by World Access Service Corp. Some conditions and exclusions apply.

### **Home Lockout Service**

As a AAA Premier member, if you become locked out of your primary residence, 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's primary residence in Texas only and excludes all other locked buildings or locked areas. The service provides for 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 the keys are lost or stolen. Any charges in excess of \$100 as well as all charges associated with any other residential locksmith services are the expense of the AAA Premier member. Home lockout service is limited to one usage per household per membership year.

### **Accident Assist and Ride Assist**

AAA Premier members will be provided with verbal assistance at the time of an accident or breakdown after normal Roadside Services are provided. The AAA Premier member can receive help with accommodations, transportation, communicating with their family members and other information at the time of breakdown.

### **Route Support**

Can't find your way? Call the AAAPremier toll-free line and receive directional assistance within the U.S.

## **Important Information**

### **Allowable Roadside Assistance Calls**

Each AAA Texas cardholder is entitled to four (4) Roadside Assistance calls or reimbursements per membership year at no charge, provided the calls meet the conditions described in the Member Guide.

If you need additional service calls, AAA will still send service; however, there will be a service charge for each additional service call after the fourth call or reimbursement.

Roadside Assistance is not intended as a substitute for proper maintenance of your vehicle. In fairness to all members, AAA Texas cannot render service repeatedly to a vehicle in need of repair. AAA Texas reserves the right to cancel membership at any time. Nonpayment of a service charge may result in cancellation of membership.

### **Independent Service Providers**

Roadside Assistance services as described in the Member Guide are generally provided by independent businesses under contract to AAA Texas (not employees or agents of AAA Texas, 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 loss, damage or unsatisfactory workmanship remains with the service facility, AAA Texas will attempt to assist members in resolving complaints. 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 (including rented and commercial passenger vehicles, but excluding taxicabs, limousines, shuttles, and other vehicles-for-hire) are eligible for those services which can be safely delivered with equipment available from the independent service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels.
- Recreational Vehicles (RVs), including motor homes, cab-over campers and trailers (excluding commercial and horse trailers), are eligible for service with the exception of towing, extrication/winch and tire change. Towing, extrication/winch and tire change service for RVs is available with AAA Plus and AAA Premier.
- Motorcycles are eligible only for the delivery of fuel, water, air and locksmith services. Towing service for motorcycles is available with AAA Plus and AAA Premier.

AAA Plus and AAA Premier service extends all Roadside Assistance benefits to include recreational vehicles (motor homes, pickup trucks with campers, travel trailers) and motorcycles.

## Service Outside AAA Texas

Outside Texas, AAA Texas members are entitled to Roadside Assistance from the local AAA or Canadian Automobile Association (CAA) club independent service provider servicing the area. Members will be required to pay the independent service provider for any service that the local AAA club does not normally provide its members. An application for reimbursement of service charges may be submitted to AAA Texas for consideration. ([See Reimbursement Form.](#))

## Check Acceptance for Emergency Repairs

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

## Extreme Service Conditions

During severe weather conditions, the volume of service requests can increase to the point that service delays are unavoidable. Also, heavy traffic can delay the arrival of the service driver.

## Service Limitations

Service will be limited to that which can be provided with equipment ordinarily use for Roadside Assistance by the independent service provider serving the area. Service will not be provided when the disable 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.

An individual's AAA membership may not be used by a business or organization to provide service for its customers, employees or vehicles.

Towing service will not be provided for the purpose of transporting vehicles due to a purchase, sale, auction, transaction, car show exhibition, charitable donation, relocation or any other similar situation.

The following services are not provided under the membership benefit:

- Service to vehicles located on a snow-filled road or driveway, or in areas not regularly traveled by private passenger automobiles (such as a beach, open field, creed bed, or private logging road).
- Towing, extrication/winch and tire-change services for RVs and motorcycles (see optional Recreational Vehicle and Motorcycle Roadside Assistance).
- Cost of locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven.
- Service in situations in which appropriate identification in addition to the membership card was not provided to the service driver.
- More than 100 miles of AAA Plus towing per disablement.
- More than 200 miles of AAA Premier towing on one (1) disablement per household per membership year, more than 100 miles of towing on the remaining allowable service calls, and more than 100 miles of towing on any RV or motorcycle tow.
- Installation or removal of snow chains.
- Shoveling snow from around the vehicle or clearing a road or driveway.

- Towing of vehicles purchased in an inoperable condition.
- Towing to or from auto dismantlers or salvage yards or from one storage location to another.
- Charges related to impound or stolen vehicle recovery towing or storage.
- Installation of automotive parts not provided by a service provider.
- AAA Plus and AAA Premier services or Recreational Vehicle and Motorcycle Towing and Recreational Vehicle Tire Change services before the member has received a new membership card denoting these additional service benefits, or prior to seven days after receipt of dues payment, whichever is earlier.

### **Reimbursement of Charges**

When it is necessary for a member to pay for a membership service at commercial rates, the member should request an itemized receipt listing the member's name, vehicle and services rendered by the service provider. For reimbursement consideration, the member should present or send the original receipt and an explanation of the circumstances to any AAA Texas office within 60 days of the date of service. A reimbursement counts as a Roadside Assistance call. ([See Allowable Roadside Assistance Calls.](#))

Reimbursements for services, including services received outside of Texas, will only be considered for those membership services which AAA Texas provides without charge. (Exception: Vehicle locksmith service will be reimbursed up to \$60 with Classic benefits, up to \$100 with AAA Plus benefits or up to \$150 with AAA Premier benefits.) 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

### **Partial Reimbursement of Charges**

Only partial reimbursement, limited to the amount that AAA Texas would have paid an independent service provider, will be made when AAA was not called to provide service.

If towing is covered by an automobile insurance policy, the maximum reimbursement of a tow bill will be limited to the amount AAA Texas would have paid an independent service provider to provide the service. A service charge will be deducted from a reimbursement when applicable. ([See Allowable Roadside Assistance Calls.](#)) Certain terms, conditions and exclusions apply and are subject to change without notice.

### **Amendments**

AAA Texas reserves the right to change these service policies and procedures without notice. AAA Texas also reserves the right to terminate or non-renew membership.

AAA Premier benefit changes effective July 1, 2007 include: AAA Premier Battery Service discount, CARFAX reports, Travel Accident Insurance, increased Vehicle Locksmith coverage, air and rail processing fee waiver, complimentary passport photo, and increased Trip Interruption. Also effective July 1, 2007, the Legal Fee Reimbursement benefit will no longer be available to AAA Plus and AAA Premier members.