



NOW YOU'RE
ENTITLED
TO EXTRA,
EXTRA SPECIAL
TREATMENT.

WELCOME
TO THE
PREMIER
LEVEL OF
MEMBERSHIP.

REGISTER ONLINE TODAY TO
MANAGE YOUR MEMBERSHIP
ACCOUNT AND GET THE MOST
FROM YOUR AAA BENEFITS.

VISIT AAA.COM AND CLICK ON
MY AAA – MANAGE ACCOUNT
TO GET STARTED!

IF YOU HAVE ANY QUESTIONS
OR NEED ANY ASSISTANCE,
PLEASE CALL: 1-888-222-9688.

Note: The Premier benefits will be provided by AAA with the exception of the insurance benefits and 24 hour emergency travel assistance which will be administered by an independent contractor. See AAA.com/PremierBenefits for additional information.





PREMIER STATUS GIVES YOU THE UTMOST IN BENEFITS, SERVICE AND PEACE OF MIND

With AAA Premier®, you move up to an extra level of special treatment as a AAA member. Now you have even greater degrees of benefits and service at your command to get assistance whenever and wherever you need it. Even if it's getting your home unlocked if you lose your keys.

As a Premier member, you enjoy a number of special benefits and added advantages. For a full description of these benefits, including limitations and exclusions, see the "Finer Points of Premier Membership" section of this guide or refer to AAA.com/PremierBenefits for more information.

PREMIER CONVENIENCE WITH A SINGLE TOLL-FREE NUMBER TO CALL

Rather than having to dial different telephone numbers for different services, you now only need to remember and use one to contact us: **888-222-9688**. This special Premier Member

Services toll-free number gives you single-point access to all AAA products and services, including roadside assistance, 24 hours a day, 7 days a week.

MOST EXTENSIVE TOWING SERVICE, UP TO 200 MILES IF YOU NEED IT

Premier towing benefits give you more calls and distance per year. Now you're entitled to get one free tow per household Member per Membership year anywhere up to 200 miles.

AAA PREMIER BATTERY REPLACEMENT

Premier Members are eligible for a FREE AAA Battery replacement, limited to one (1) battery per household per Membership year, if a AAA Mobile Battery Service test during a roadside service call indicates a replacement is needed.*

*Certain restrictions apply. This benefit is applicable to Premier members who joined or upgraded after 10/3/2016. Premier members who joined or upgraded prior to 10/3/2016 can call 1-888-222-9688 to have this benefit added to their membership for a nominal cost. There is an initial 7-day waiting period when adding the Premier Battery Replacement benefit to an existing Premier membership.

SPECIAL "ON-YOUR-WAY" SERVICE

If your car needs to be towed, we'll arrange for alternative transportation such as a taxi cab to take you home or to a hotel if needed, and reimburse you up to \$55.00 for the cost of the ride.

RESCUE CONSULTANTS ON CALL

Through the Premier Member Services toll-free number, you have AAA representatives available to give you car repair advice, arrange alternative transportation, contact family members, and help you find lodging, restaurants and ATMs.

EMERGENCY HOME LOCKOUT SERVICE

Along with lockout service for your car, Premier members can call AAA and have a locksmith get your house open.

FREE IDENTITY THEFT MONITORING

AAA is now offering members even more peace of mind with ProtectMyID® identity theft monitoring. As a member, you can choose either the free Essential Coverage or for an additional cost receive the Deluxe package that offers even more benefits.

PREMIER 24-HOUR EMERGENCY TRAVEL ASSISTANCE

If you're on a leisure trip more than 100 miles from home, you can call the Premier Member Services toll-free number and get special 24-hour emergency travel assistance service for help with:

- Prescription replacements.
- Medical emergencies.
- Emergency medical transportation.
- Emergency visits by family.
- Emergency cash transfers.
- Lost ticket & passport replacement.
- Translation assistance.

YOU ALSO GET THE FOLLOWING INSURANCE BENEFITS:

EXPANDED COVERAGE OF TRIP INTERRUPTION EXPENSES

Now you have less to worry about if you're on a covered trip far from home. You can get reimbursed up to \$1,500 for expenses such as a rental car or lodging and meals.

VEHICLE RETURN COVERAGE

As a Premier member on a covered trip, you can be reimbursed up to \$750 for expenses to transport your car back home.

\$25,000 TRAVEL ACCIDENT INSURANCE

When on a covered trip, you're protected with up to \$25,000 for you and up to \$5,000 for a qualified companion traveler of travel accidental death and dismemberment insurance, 365 days a year and worldwide.

(Please refer to AAA.com/PremierBenefits for full descriptions of the insurance benefits and 24-hour emergency travel assistance or call 1-888-222-9688.)

PLUS EXTRA ADVANTAGES SUCH AS:

- Complimentary emergency procedure cards —outlining what to do if your car is in an accident or breaks down.
- Free international travel books and maps.
- Free passport photos and more.

IT ALL ADDS UP TO SUPREMELY SATISFYING VALUE

You receive more benefits, more special treatment and more complete peace of mind for you and your family.



To fully understand what Premier benefits mean, please read through the information and explanations on the following pages. And prepare to enjoy every advantage of Premier status.

DETAILS & EXPLANATION OF BENEFITS

While the additional benefits of Premier membership provide higher levels of coverage and service, they are subject to certain exclusions and limitations. Please take time to read through the following information so you have a complete understanding of your benefits and conditions for using them.

SINGLE TOLL-FREE TELEPHONE NUMBER FOR PREMIER MEMBER SERVICE

Premier members can access all AAA products and services, including roadside assistance, via a single toll-free telephone number. Calling this number provides the following options:

- Option 1 – for roadside assistance or home lockout service
- Option 2 – to upgrade to Premier membership or renew your Premier membership
- Option 3 – to request a free auto or homeowner's insurance quote
- Option 4 – for all other Premier member services or Premier member benefit claims

THE PREMIER MEMBER SERVICES TOLL-FREE NUMBER IS:

1-888-222-9688

TOWING & SERVICE CALLS

Premier members can get one free 200-mile tow per household Member per Membership year. In addition to the one 200-mile tow, each Premier member is entitled to four service calls towing up to 100-miles per membership year (up to five service calls per member per membership year). Those five service calls could be five 100-mile tows. With any Premier membership tow, AAA will cover all tolls to and from the tow destination.

However:

- All roadside assistance benefits apply to your existing covered vehicles, except the 200-mile tow which cannot be used for recreational vehicles or motorcycles. All other roadside assistance benefits under Premier membership can apply to recreational vehicles and motorcycles provided the member also has Plus RV membership.
- If any service calls, or the 200-mile tow, are not used during a membership year, they cannot be accumulated and carried over to the next membership year.
- For any towing miles in excess of 100 or 200 miles, as the case may be, members will pay for the excess mileage based on current AAA towing rates per mile.
- Members can “save” their 200-mile tow at any time during a membership year by paying the current AAA towing rates per mile on tows over 100 miles.
- A seven-day waiting period applies to: non-members who enroll in Premier; Classic, Plus and Plus RV members who upgrade to Premier; Associate members added to an existing Premier membership; Premier memberships established prior to 10/3/16 and add the Battery Replacement Benefit; and Premier memberships reinstated after more than 60 days past due on dues payment.

ON-YOUR-WAY SERVICE

Premier members are entitled to reimbursement up to \$55 for alternative transportation (e.g., taxi cab) or one (1) free rental day on a Hertz car rental* (up to a full size) per member per year if your car is towed by AAA.

- If members arrange for alternative transportation on their own, or choose to use public transportation, they can receive reimbursement as long as AAA provided the tow.
- Members can be reimbursed for alternative transportation expenses with each tow where such transportation is used, as long as they have not exceeded their five service calls per member during a membership year.
- To receive reimbursement, members must submit a reimbursement form with the original receipt for the alternative transportation. Forms are available at AAA offices, online, or by mail from Premier Member Services (call Premier Member Services: 1-888-222-9688).

*All Hertz/AAA Program discounts, rates and benefits apply to this rental. This benefit applies to the rental of a compact through full-size vehicle at participating Hertz locations in the US, Canada and Puerto Rico, subject to availability. Standard rental \ qualifications regarding age, driver, credit qualifications and daily rate requirements apply. The car must be returned to the location of rental. Taxes, fees, optional service charges (i.e., refueling) are not subject to discount and are the responsibility of the renter. This benefit may not be used with tour rates or insurance replacement rates.

AAA PREMIER BATTERY REPLACEMENT

Premier members are eligible for a FREE AAA Battery replacement, limited to one (1) battery per household per Membership year, if a AAA Mobile Battery Service test during a roadside service call indicates a replacement is needed.*

- Mobile Battery Service is available from 6 a.m. to 11 p.m. in most areas
- Stock is limited to conventional lead-acid batteries, with coverage available for most vehicles. Only select make/model Hybrid vehicles are available.
- In some instances, where the original equipment is not available, a similar alternate battery may be offered in substitution. Should service or a substitution not be available, you may submit your request for reimbursement consideration up to \$125.
- You must make every effort to contact AAA to request this service through Roadside Assistance first. Requests must be submitted with the original receipt within 60 days of replacement.

*Certain restrictions apply. This benefit is applicable to Premier members who joined or upgraded after 10/3/2016. Premier members who joined or upgraded prior to 10/3/2016 can call 1-888-222-9688 to have this benefit added to their membership for a nominal cost. There is an initial 7-day waiting period when adding the Premier Battery Replacement benefit to an existing Premier membership.

RESCUE CONSULTANTS SERVICE

When a Premier member's vehicle is broken down, AAA representatives will be available via the Premier Member Services toll-free number to provide repair advice, arrange alternative transportation, assist in contacting family members, and help locate nearby ATMs, restaurants and lodging, if necessary.

- For vehicle repair advice, Approved Auto Repair specialists are available to speak to members during normal business hours. Member calls received "after hours" will be returned by an Approved Auto Repair specialist the next business day.

EMERGENCY HOME LOCKOUT SERVICE

If Premier members accidentally lock themselves out of their home, or if their house keys are ever lost or stolen, they can now contact AAA. We'll advise you of locksmith availability. You can be reimbursed up to \$150 for the expense of having a locksmith help you gain entry into your home.

- Members can be reimbursed for one home lockout service call per year per membership household. This service, however, only applies to a member's primary residence.
- AAA will reimburse the member up to \$150 for the locksmith's service call fee. To be eligible for reimbursement, the member must first place a service call to AAA, even if the member contacts a locksmith directly.
- Home lockout service does not count as one of the five service calls Premier members are allowed each membership year.
- Costs to replace locks, including parts and labor, are not covered.

PASSPORT PHOTOS

Premier members can have color or black-and-white photos taken without charge for use on:

- Passports, visas and international driver's licenses.
- Immigration documents.
- Security badges.
- Press releases.

There will be a charge, however, for passport photos taken of Premier members' friends and family who are not themselves Premier members, other than immediate family members specifically defined as dependent children, including stepchildren and legally adopted children, who are under the legal driving age in the child's state of residence.

FREE IDENTIFY THEFT MONITORING

As one of the fastest growing crimes in the country, identity theft is an increasingly important concern. As part of your AAA membership, we now offer free identity theft monitoring with ProtectMyID®, a part of Experian®. Enrollment in the free ProtectMyID Essential product offers you daily monitoring of your Experian credit report, as well as other valuable resources such as lost wallet assistance, \$10,000 of identity Theft Insurance for Premier Members¹, identity theft assistance from a Fraud Resolution representative, and an Experian credit report delivered online upon enrollment. Access to a free credit report provides peace of mind knowing information contained about the subscriber's identity, credit relationships and previous inquiries.

For members seeking enhanced protection, ProtectMyID Deluxe provides additional benefits such as \$1 Million Identity Theft Insurance¹, ChildSecure® to monitor your child's identity, and daily monitoring of your credit reports from all three major credit bureaus as well as Internet scans to monitor use of your personal data for potentially fraudulent activity.

Some simple steps members can take to help protect their identity include: password-protect everything, and never share your password; keep personal files private and out of easy access; shred preapproved credit card offers or other documents containing personal information; and keep track of your credit report information.

Go the extra step and get peace of mind today by enrolling in the free ProtectMyID product, which helps protect you by detecting signs of fraud and helps you resolve them.

For full details, call 877-440-6943 or go to AAA.com/IDTheft and enroll today!

ProtectMyID® Essential and Deluxe are provided by ConsumerInfo.com, Inc., an Experian company. To be eligible to enroll in and receive this benefit, you must be 18 years of age or older, have a valid email address and be a current valid AAA Member. Benefit subject to change or termination at any time without notice. Certain terms, conditions and restrictions apply.

1. 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. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Important Information About Paying Your Membership Dues

AAA records memberships on a monthly basis. For example, if a member joins on January 3, the membership will not expire until February 1st of the following year. There is a 7-day waiting period for Plus, RV & Premier enhanced services. Classic level service will be provided during this period.

When a membership is renewed within 59 days of the membership expiration, the original membership join date and expiration date are unchanged and the member's years of membership tenure continue to accrue. AAA continues to provide all services to members for the first 30 days after membership expiration, and all services except Roadside Assistance for the next 29 days (Roadside Assistance available at member rates during this latter, 29-day period). Note also, that annual membership dues will be due one year from the original expiration date, which will be less than twelve months from the late payment date.

When a membership is renewed 60 days or more following the expiration date, those members will receive a new join date, a new annual expiration date and any accrued membership tenure will be lost.

Membership Refund Policy within First 3 Months of Membership:

If, at any time during the first three months of your new membership including any upgrades and added associate members, you decide AAA isn't right for you, simply cancel. We'll refund the unused portion of your paid membership dues.

Overpayments will be applied to your next membership renewal or on a request basis will be 100% refunded. No other refunds will be granted. Visit AAA.com/refund for more information.

Membership Refund Policy after First 3 Months of Membership:

Membership dues payments including renewals, upgrades and added associate members will not be refunded once applied to your membership; however, your Membership will remain in force until it expires. Overpayments will be applied to your next membership renewal or on a request basis will be 100% refunded. Visit AAA.com/refund for more information.

The Club reserves the right to cancel the membership for a Member's abusive use of Roadside Assistance Services of the Club ("Services"). In addition, a Member who requests or uses an excessive amount of Service; that is, uses Services over a sustained period that are greater than the average Member uses, may be subject to membership downgrades at renewal or the non-renewal of the membership.

Learn more about AAA:

Call: 1-888-222-9688

Click: AAA.com

Visit: your local AAA store

About Roadside Assistance

Vehicles and services covered under Premier Membership:

Roadside Assistance means 24-hour assistance for minor mechanical first aid; battery service, tire change, out of fuel, lockout service, extricating and towing. Roadside Assistance will be provided to you when the vehicle you are either driving or riding in becomes disabled. The following types of vehicles are eligible for service:

- Four-wheel motor-driven passenger vehicles (i.e. cars, vans and pick up trucks, including rented passenger vehicles) if those services can be safely delivered.
- Dual rear wheel unloaded pickup trucks are provided all services except tire service.
- Dual rear wheel campers and motor homes are covered for lockout, battery service and out of fuel services only. Additional services (such as towing and tire change services) are provided only if you have a Plus RV Rider Membership.

Some restrictions apply. What's not covered:

- Service on taxis, buses, dual-wheeled box trucks, limousines, or modified vehicles which would prevent the vehicle from being towed safely (i.e. plows).
- Service will be provided to Members on any eligible vehicles that Members are either driving or riding in at the time of disablement unless prohibited by law. An "eligible" vehicle is a four-wheel motor-driven passenger vehicle (i.e. cars, vans and pickup trucks, including rented passenger vehicles) if those services can be safely delivered.
- Services to vehicles which AAA has determined to be unsafe due to overloading or which require heavy duty equipment to safely provide service.
- Service to a vehicle which is snowbound, including unplowed street or driveways.
- Service on a vehicle to which a plow is attached (plow must be removed by member before a covered vehicle will be towed).
- Service to an unattended vehicle, unless prior approval has been given by AAA due to extenuating circumstances.
- Service for a vehicle located at, including tow from, a repair facility where repairs can be performed, except when it has been confirmed that the repairs cannot be provided or completed within 72 hours.
- Removal of a vehicle from a closed repair facility.
- No more than one tow per disablement.
- Service to a vehicle located in areas such as vacant lots, back, front or side yards, beaches, fields or barricaded street.
- Tow requests to or from the street to the driveway (unless obstructing traffic); one location to another on the property; from a place of repair that can perform repairs; to junkyards, auto auctions, charities, vacant or unattended locations.

- Tire service for dual rear wheel trucks or vans (except under Plus RV Rider).
- Towing of utility trailers attached to a covered vehicle (service for the trailer may be provided at the Member's expense).
- The cost for repairs, parts and labor.
- Taxi service from site of disablement (tow trucks are limited as to the number of passengers they can accommodate). Taxi service or other transportation can be arranged at the Member's expense. Premier members will be reimbursed up to \$55.00 per tow for the cost of such transportation.
- Service may be restricted, delayed or suspended due to severe weather conditions.
- Reimbursement of tow expense covered by insurance.
- Delivery of diesel fuel.

Additional Points:

- Your membership benefit cannot be transferred to or used by any other person.
- AAA will charge an additional non-refundable Immediate Service Fee if roadside assistance is requested at the time a new member joins the Club or cancelled Member renews beyond their Membership Grace Period.
- Total of five (5) free roadside assistance calls per member, per membership year; includes any service provided including up to \$150 for auto lockout service and one (1) home lock out per household membership per year up to \$150.
- Out of Fuel Service provides a sufficient amount of gasoline at no additional cost to enable your vehicle to reach the closest open service station. If this service fails to make the vehicle operable, the extended towing benefit will apply.
- May have their vehicle towed to the responding AAA facility or up to one hundred (100) miles and one two hundred (200) mile tow per household Member per year.
- 200-mile tow does not apply to RV coverage.
- Tolls are covered.

AAA may arrange for service to Members who have exceeded their "per membership year" allowance however Members will be required to pay for each additional call at AAA Member discounted rates. There is a 7-day waiting period from the time your payment is processed before you can receive Plus, Plus RV or Premier benefits; this also applies to an upgrade from one membership level to another; to renewal of membership 60 days or more after expiration, or if you just joined the Club and enrolled initially as a Plus, Plus RV or Premier Rider Member. Services during this waiting period will be provided under the guidelines for Classic Membership.

AAA Liability:

We have contracted with independent service facilities to provide Roadside Assistance. AAA shall not be liable for any damage, injury or loss occasioned by or resulting from rendering, attempted rendering, or failure to provide any Roadside Assistance or towing service or failure thereof by an independent service facility.

The independent service facilities are not agents of AAA, nor is AAA an agent for them. They are solely responsible for their actions. Any arrangements you make for subsequent, non-emergency repairs are between you and the service facility.

Additional information about Roadside Assistance and other Member services and benefits are available online at AAA.com, by calling 1-800-763-8200 or by writing to Member Relations, P.O. Box 6032, Newark, DE 19714-6032.

Additional Benefits:

Emergency Check, Debit/Credit Card Acceptance: Your personal check and/or valid debit/credit card will be accepted by any independent contract facility or AAA/CAA owned service facility for payment of emergency road service up to \$250. A valid AAA membership card and identification must be presented at the time of payment. The name on the check and/or debit/credit card must match the Member's name. If an independent contract facility or AAA/CAA owned service facility is unable to accept the valid credit and/or debit card presented, AAA will provide support for debit/credit card authorization.

Alternative Reimbursement: If AAA Roadside Assistance is not available and you obtain service from a non-AAA facility, you may submit your request for reimbursement consideration up to the amount it would have cost AAA to provide the covered service under similar circumstances. You must make every effort to contact AAA to request service through Roadside Assistance first.*

Trip Interruption Expense Reimbursement:** Your vehicle must be involved in an accident or experience mechanical failure (excluding tire trouble) or theft of the vehicle in the United States or Canada, 100 miles or more from home while on a leisure trip planned to include at least 1 overnight stay, and due to the accident, mechanical failure or theft, your vehicle must be inoperable for minimum of eight (8) hours. Premier members may request reimbursement for reasonable unanticipated costs of accommodations and meals or substitute transportation, up to \$1,500 incurred within 96 hours of the covered event.

When requesting reimbursement, you must submit a police report (if the vehicle suffered damage or theft) and original receipts for expenses incurred.

Battery Replacement Benefit: Free Battery replacement benefit is limited to one (1) battery per household per Membership year if a AAA Mobile Battery Service test during a roadside service call indicates a replacement is needed. Mobile Battery Service is available from 6 a.m. to 11 p.m. in most areas. Stock is limited to conventional lead-acid batteries, with coverage available for most vehicles. Only select make/model Hybrid vehicles available. In some instances, where the original equipment is not available, a similar alternate battery may be offered in substitution. There is an initial 7-day waiting period for some Premier services, including the free Battery replacement. Should service or a substitution not be available, you may submit your request for reimbursement consideration up to \$125. You must make every effort to contact AAA to request this service through Roadside Assistance first. Requests must be submitted with the original receipt within 60 days of replacement.

Legal Defense Reimbursement: You may qualify for reimbursement for attorney's fees up to the amounts listed below if you are charged with a listed motor vehicle violation to which you plead not guilty throughout the proceeding. After final disposition, contact AAA to request the necessary paperwork to apply for this benefit.

Criteria:

- Not guilty plea must be entered and maintained.
- Not eligible if you plead guilty to a lesser charge.
- Submit original bill from attorney and copy of final disposition.
- Not eligible if convicted of illegal conduct, such as driving under the influence of alcohol or drugs; evading police; hit and run; or theft of a vehicle.

Moving Traffic Violation:

Representation in Primary Court up to \$100; Representation in any Higher Court — up to \$150; Maximum combined benefit \$250.

Assault & Battery by Automobile:

Representation in Primary Court up to \$200; Representation in any Higher Court — up to \$300; Maximum combined benefit \$500.

Manslaughter by Automobile:

Representation in Primary Court up to \$800; Representation in any Higher Court — up to \$1,200; Maximum combined benefit \$2,000.

Vehicle Theft Reward: A reward will be offered for information and testimony provided by a person, unrelated to the Member, which leads to the arrest and conviction of anyone who steals or vandalizes your vehicle. Classic Membership Reward — total of \$1,000 regardless of number of witnesses. Plus & Premier Membership Reward — total of \$2,000.

Witnesses should call 1-800-763-8200, ext. 69074, to get details on how to apply for the reward once the accused has been tried and convicted of auto theft and/or vandalism. Note: Members and their immediate family are ineligible to receive a reward with respect to the Member's vehicle.

Take Advantage of These Additional Benefits by Contacting:

AAA
Member Relations
P.O. Box 6032
Newark, DE 19714-6032
1-800-763-8200
AAA.com

Products and services are subject to change without notice.