



TABLE OF CONTENTS

Membership Information	1	Member Services	6
Roadside Assistance	2	Insurance	7
Travel	5	Toll-Free Numbers	8
Automotive	6		

MEMBERSHIP INFORMATION

This Member Guide describes your AAA Alabama member benefits. All members are entitled to receive Classic benefits. Extended Roadside Assistance services for AAA Plus®, AAA Plus® RV, AAA Premier® or AAA Premier® RV benefit levels, where available, and certain AAA Premier benefits are effective seven calendar days after processing, and receipt of the full payment due. AAA Premier benefits that have a 7 day wait period include the following: Tow of up to 200 driving miles, Vehicle Locksmith, One-day Free Rental Car with in-state tow, Discount on the paid ID theft products, Home Lockout Service, and Windshield Repair.

A non-refundable service fee applies each time you use Roadside Assistance for the first three days of your new membership. See AAA.com/ServiceFee for fee amount.

Membership is for personal, non-commercial use. Members cannot transfer or sell their membership, membership benefits or any roadside assistance service calls to any other person. Without limiting any other rights or remedies it may have, AAA Alabama may cancel the membership, and seek payment of any costs incurred as a result of such misuse. The area serviced by AAA Alabama is one of nine territories ("Affiliate Territories") serviced by one of the following affiliated clubs: AAA Alabama, AAA East Central, AAA Hawai'i, AAA New Mexico, AAA Northern New England, AAA Texas, AAA Tidewater, Automobile Club of Missouri, and Automobile Club of Southern California.

AAA Alabama Membership

In this Member Guide, Alabama Motorists Association, Inc. is referred to as AAA Alabama. All applications and renewals are subject to approval and acceptance by AAA Alabama. If at any time during the membership year you decide that AAA Alabama membership is not for you, we will give you a pro-rated refund of your membership dues you paid, excluding the new member admission fee and discounts. **Membership eligibility, dues, fees, services and benefits are subject to change without notice.** Certain important changes to benefits and services, however, will be communicated to members through AAA Alabama's publication issued periodically to members. AAA Alabama membership benefits and services are provided to the individual AAA Alabama member. They are non-transferable to other AAA members or non-members.

AAA Primary and Associate Memberships

The first membership in your household is the Primary Membership. An Adult Associate must be an adult who resides in your household. There is a limit of one Adult Associate per household. Dependent Associates must be your dependent children between the ages of 15 and 23 years old who either live in your household or are full-time college students away at school. Birth dates must be provided for all members. Adult and Dependent Associates enjoy the same membership benefits as Primary Members. Primary Members are responsible for the conduct and the service demands of their Associates and any costs to AAA Alabama incurred as a result of misuse of AAA Alabama benefits by their Associates under the membership. An individual may be a member on only one membership at a time.

Membership Renewal

AAA Alabama membership is valid for one year (excluding special offers and promotions). The day, month and, in most cases, year that your membership expires appears on your membership card.

Membership may be renewed annually upon payment of applicable annual membership dues. Prior to the expiration of your membership, you will receive one or more renewal notices. These notices will state the names of the current Primary and Associate Members, the current services, and the total membership dues required for renewal. You may add or change Associate Members and services if desired. Your renewal payment is due as of your membership Auto Pay 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 Alabama will continue to provide most membership benefits and services to you after your membership expiration date for a limited period of time; however, if you do not renew, you will be billed a service charge for certain services used during such period.

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

Membership Cancellation Policy

AAA Alabama 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 Alabama, its employees, or its members, which includes, but is not limited to: failure to comply with the terms and conditions of the AAA Alabama Member Guide; non payment of any amount due (such as... dishonored checks, declined or disapproved credit card charges, or other non-sufficient fund payments) to AAA Alabama by a member; for inappropriate behavior, abusive language, threats or acts of violence toward AAA Alabama employees or service providers; for misrepresentation of the truth regarding the use or attempted use of membership benefits and services; and if the service demands of the Primary Member or Associates are determined to be excessive. Primary Members are responsible for the conduct and the service demands of their Associates.

AAA Auto Pay

By enrolling in AAA Auto Pay, your membership dues will be on automatic payment and your membership will renew automatically for 1 year unless you call us at 800.521.8124 or visit your local branch 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 seven (7) business days prior to your expiration date from your credit/debit account on file, and in the case of a checking account, approximately one (1) business day prior to the renewal date shown on your statement.

By providing your phone number, you agree that we may contact you at the phone on file via a prerecorded voice message, auto-dialer, or text message in the event your Auto Pay fails or in other circumstances related to Auto Pay or your membership. If your card issuing financial institution participates in the Card Account Updater program, we may receive updated card account number and/or expiration date for your card on file. Unless you opt out of the program with your card issuer, we will update our files and use the new information when we bill you for your annual membership dues. We will not receive updated information

if your account has been closed. Payments that cannot be processed or payments returned unpaid or otherwise rejected by your financial institution may result in cancellation of automatic payments enrollment and membership. Returned checks and returned electronic payments may be re-presented electronically for payment. Each returned check and returned electronic payment is subject to a returned payment fee. For returned electronic payments, this fee may be debited electronically. See AAA.com/ServiceFee for fee amount.

Collecting Your Contact Information

As a membership organization, it's vital for AAA Alabama to have our members' current contact information (e.g., address, phone and email) in order to provide member benefits and to inform members of the various products and services offered by AAA Alabama. We will ask for your contact information when you first become a member. Thereafter, when you contact us, we will ask for your contact information to authenticate your identity and to ensure that we have your most current contact information. If you provide an email address, we will send you emails informing you of Member products and services, unless you unsubscribe.

Non-Solicitation Request

If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Alabama, Attention: Membership Privacy, PO Box 630588, Irving TX, 75063-0130 and provide your full name and street address, membership number, telephone number and email address along with your request to be placed in our Do Not Solicit File.

Your request will take effect within 60 days of our receipt. During this time, you may receive mailings that were already in progress. You will continue to receive AAA Explorer magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually, as required by law. We reserve the right to modify this Notice at any time.

ROADSIDE ASSISTANCE

Roadside Assistance

Calls placed to our 24-hour call centers may be recorded to increase our ability to monitor the quality of service and assist in addressing member concerns. Please contact us and cancel your service request immediately if you no longer need assistance.

When requesting service, be prepared to provide:

- Your name and AAA membership number
- Telephone number from which you are calling or can be contacted
- The exact location of your vehicle and nearest cross streets
- Make, model, year, color and license plate number of the vehicle
- Nature of the trouble

A SAFETY MESSAGE

If you are concerned for your safety or for the safety of others, tell the AAA Alabama service representative or the independent service provider. Procedures have been established to assist members in certain situations.

When requesting Roadside Assistance, it is very important to give an accurate location for you and your vehicle. If you are unsure of the vehicle's location, or you prefer not to remain with your vehicle, advise the service representative, who will work with you to establish a mutually agreeable location for the service driver to meet you. Accept service only from independent service providers that display the AAA or AAA Alabama emblem.

YOUR AAA MEMBERSHIP CARD IS YOUR KEY TO SERVICE

To receive Roadside Assistance, you must meet the following conditions set forth below and in this Member Guide:

- Your membership dues must be paid in full.
- You must be with the car to receive service and have your current 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 your identification. You must provide a driver's license for identification if you are the driver.

Service is available only to the person named on the membership card who is the driver of or a passenger in the vehicle at the time of the covered vehicle disablement. AAA membership services are not transferable, and membership service is not provided to non-members. Members cannot transfer or sell their membership or any service call to any other person. Other members of your household who want Roadside Assistance must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and matching valid driver's license or other state or federally issued photo identification are presented at the time of service, you will be required to pay for the covered service provided at commercial rates.

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

ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS

Each AAA Alabama card holder is entitled to four (4) Roadside Assistance service calls or reimbursements for personal, non-commercial use per membership year at no charge, subject to the service limitations and conditions in this guide.

There will be a service charge for each additional service call after the fourth service call or reimbursement. AAA Alabama may require immediate payment of a service charge by credit or debit card for "Classic" benefit level service before providing Roadside Assistance on the fifth or subsequent service request in a membership year. Additional charges for Roadside Assistance services beyond the "Classic" benefit level, such as towing beyond 3 miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extrication/winch and tire change service for RVs and motorcycles, will be payable by the member directly to the independent service provider at the time of service at such service provider's applicable rates. If the member is unable to provide a valid credit or debit card to AAA Alabama at the time of service request or the charge is not approved by the credit or debit card company, AAA Alabama may send service on a "Cash on Delivery" (COD) basis, meaning all charges payable by the member will be paid directly to the independent service provider at the time of service at such service provider's applicable rates.

If a cardholder has an unpaid service charge balance and contacts AAA Alabama for Roadside Assistance service, AAA Alabama 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.

AAA PLUS® RV and AAA PREMIER® RV ROADSIDE ASSISTANCE BENEFITS

With AAA Plus RV or AAA Premier RV the benefits described below are extended to Recreational Vehicles (RVs) and motorcycles, as described in the "ELIGIBLE VEHICLES" section below. The towing, extrication/winch and tire change services are otherwise excluded for RVs and motorcycles for Classic, AAA Plus and AAA Premier members. Tow and extrication and winching benefits for RVs and motorcycles and tire change for RVs are available as allowable service calls for AAA Plus RV and AAA Premier RV members. AAA Alabama 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 do not, however, add extra allowable service calls. Roadside Assistance services for AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV benefit levels, where available, are effective seven (7) calendar days after processing, and receipt of the full payment due.

TYPES OF SERVICE

- MINOR MECHANICAL FIRST AID

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

- **FLAT TIRE SERVICE**

If the vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire, if possible. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit. If this service is for an RV, it is subject to the RV/Motorcycle dollar amount limitations described in the TOWING SERVICE - RV/MOTORCYCLES section below.

- **BATTERY JUMP START**

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

- **AAA BATTERY SERVICE**

AAA Mobile Battery Service is a mobile battery testing and replacement service. In areas where the service is available, a AAA Mobile Battery Service technician will test and assess the vehicle's battery and electrical system. If the existing battery fails the test and the Member would like to have the battery replaced, the Member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle's original specifications. All batteries come with a 3-year free replacement period valid in the U.S. and Canada. **AAA Mobile Battery Service is part of Roadside Assistance for AAA Members, may be provided by independent service providers, and is only available in select areas during select hours.** Batteries and battery warranties are provided by independent suppliers. The battery test and replacement service count as one (1) of the Member's four (4) allowable service calls per Membership year. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply to AAA Mobile Battery Service. Members must request and/or schedule battery service by contacting AAA.

- **EMERGENCY FUEL DELIVERY**

If your vehicle runs out of fuel, a limited supply will be delivered, if available, in an emergency situation to enable you to reach the nearest gas station. Classic members will be charged for the fuel. AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV members will not be charged for the limited supply of fuel. Diesel fuel must be requested when you request service and may not always be available. In some cases, your vehicle may have to be towed if it runs out of fuel.

- **EXTRICATION/WINCHING SERVICE**

If your vehicle becomes stuck, one normally equipped service vehicle and one driver will be provided to extricate or winch your vehicle when it can be safely reached from a normally traveled road or established thoroughfare. Extrication of vehicles parked on streets, driveways, parking lots or alleys which are snowbound or flooded is not covered under AAA membership. Service does not include shoveling snow from around a vehicle or clearing a road or driveway. If special equipment, more than one service vehicle or more than one person is required, the associated costs may be at your expense. AAA Plus and AAA Premier members who require extrication or winching for a vehicle will be provided up to two drivers and two service vehicles, if needed. For extrication or winching of an RV or motorcycle, only members with AAA Plus RV or AAA Premier RV will be provided up to two drivers and two service vehicles, if needed, subject to the dollar amount limitations described in TOWING SERVICE - RV/MOTORCYCLES section below.

- **VEHICLE LOCKOUT AND LOCKSMITH SERVICE**

When the keys are locked inside the vehicle passenger compartment, the independent service provider will attempt to gain entry. If this attempt is not successful and the services of a vehicle locksmith are required to gain entry, the expenses are fully covered or reimbursable. (See Reimbursement.)

When the services of a vehicle locksmith are required for lost or broken keys, keys locked in the trunk, or other automotive emergencies, vehicle locksmith service up to \$60 in parts and labor will be provided for Classic members. AAA Plus and AAA Plus RV members receive up to \$100 in parts and labor for these locksmith services, and AAA Premier and AAA Premier RV members receive up to \$150 in parts and labor for these locksmith services. If a vehicle locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit.

- **TOWING SERVICE**

When a vehicle cannot be started or safely driven due to a sudden or unexpected breakdown, accident or other covered vehicle disablement, towing service is available. A covered vehicle disablement is a sudden or unexpected mechanical, electrical or other failure of a motor vehicle that places the vehicle in an unsafe or undrivable condition. Not all independent service providers perform repairs at their facility. The member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described below will be performed at the member's expense and may be subject to delay. A long-distance tow under AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV may have to be deferred to a time when the contractor can make the tow without affecting the normal Roadside Service provided.

- **TOWING SERVICE-NON-RV/MOTORCYCLE VEHICLE**

The independent service provider can tow the vehicle back to its facility, no matter how far away at no charge to the member. If you choose to have the non-RV/motorcycle vehicle towed to another location (including a AAA Approved Auto Repair facility), it will be towed without charge to a destination of your choice that is up to three (3) driving miles from the point of breakdown on allowable service calls for Classic members and up to 100 driving miles from the point of breakdown on allowable service calls for AAA Plus and AAA Plus RV members. AAA Plus RV Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described in this section.

With AAA Premier and AAA Premier RV, 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 Premier RV Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described below.

AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV 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 delay.

- **TOWING SERVICE RV/MOTORCYCLE**

AAA Plus RV and AAA Premier RV provide for towing of an RV or motorcycle as well as extrication and winching and RV tire change service to any destination of your choice on allowable service calls subject to dollar amount limitations. AAA Alabama 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. Members may use any or all of their allowable calls for an RV or Motorcycle. In the event the RV is disabled while pulling an eligible trailer, including fifth wheel trailers, a tow will be provided for the disabled vehicle and the trailer on an allowable service call subject to the dollar limitations described above.

AAA Plus benefits provide towing to any destination of your choice within 100 driving miles from the point of breakdown on allowable service calls.

With AAA Premier, you can use one (1) allowable Roadside Assistance service call per household per membership year for a tow of up to 200 driving miles, and the remaining allowable service calls in the membership year for tows of up to 100 driving miles.

A long distance tow under AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV may have to be deferred to a time when the contractor can make the tow without affecting the normal Roadside Service provided.

AAA Plus and AAA Premier benefits increase the distance limits on tows for the 4 allowable service calls per membership year as described, but do not add extra allowable service calls.

The member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described above will be performed at the member's expense and may be subject to delay.

RENTAL CAR BENEFITS

(In conjunction with a Roadside Assistance Tow in Alabama)

All rental car benefits described below are valid in Alabama only. Rental car benefits must be used in conjunction with a tow which is one of the four (4) allowable Roadside Assistance service calls. A member whose car is being towed and who needs a rental car in Alabama can get a replacement vehicle at a discounted rate from a AAA Alabama preferred rental car provider. You will need to present your AAA membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions, including age restrictions, apply. Rental cars are subject to availability. Rental fee is subject to change. A refundable deposit may be required.

If you are a AAA Plus member whose car is being towed and you need a rental car in Alabama, we will arrange for you to get a complimentary one-car-class

upgrade in addition to the AAA discounted rate from a participating AAA Alabama preferred rental car provider location. If the one-car-class upgrade vehicle is not available, the AAA Plus member will receive the next higher car class, subject to availability.

If you are a AAA Premier member whose car is being towed and you need a rental car in Alabama, we will arrange for you to get a standard class or equivalent rental car for one (1) day, at no charge, from a AAA Alabama preferred rental car provider. Rental must be arranged by AAA Alabama. Each AAA Premier member is entitled to one (1) complimentary one-day standard class or equivalent rental car per membership year. The AAA Premier member has up to 48 hours from the time of the tow to call AAA Alabama at the AAA Roadside Service number on the back of the membership card and request the one-day complimentary rental car. AAA Premier members are responsible for subsequent days rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees or taxes. Once the one-day complimentary rental car benefit has been used, AAA Premier members are entitled to the AAA Plus discounted rental car rates and complimentary one-car-class upgrade described above for the rest of the membership year. The complimentary one-car-class upgrade may not be used in combination with the one-day complimentary rental car benefit.

All rental car benefits described above are valid in Alabama only. Service must be provided by the rental car provider arranged through AAA Alabama. Rental car benefits must be used in conjunction with an authorized tow which is one of the four (4) allowable Roadside Assistance calls per member per membership year.

RIDE ASSIST

If you are a AAA Premier member and have an accident or breakdown, a AAA Alabama representative can help you make rental car or other transportation arrangements.

ACCIDENT ASSIST

AAA Premier members can receive verbal assistance at the time of an accident or breakdown. When you call for Roadside Assistance, a AAA Alabama representative can help you contact family members, locate restaurants and find hotel accommodations.

INDEPENDENT SERVICE PROVIDERS

Roadside Assistance services as described in this Member Guide are generally provided by independent businesses under contract to AAA Alabama (not employees or agents of AAA Alabama, the American Automobile Association or other AAA clubs). These businesses are selected for their ability to provide Roadside Assistance. We cannot guarantee they will have parts or be able to provide repairs.

While responsibility for injury, loss, damage or unsatisfactory workmanship caused by the acts or omissions of any independent service provider remains with the independent service provider, AAA Alabama will attempt to assist members in resolving complaints involving an independent service provider. Member complaints should be received as soon as possible and before additional repairs are made. Failure to do so may limit our ability to assist.

ELIGIBLE VEHICLES

The following motor vehicles are eligible for service, provided they qualify for highway registration and are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced:

- Automobiles, pickup trucks, sport utility vehicles, vans, minivans and light utility motor vehicles are eligible for those services which can be safely performed with equipment available from the independent service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels.
- Recreational Vehicles (RVs) are eligible for service with the exception of towing, extrication/winch and tire change service. Towing, extrication/winch and tire change service for RVs is available under AAA Plus RV and AAA Premier RV benefits. **RVs include motor homes, camper vans, cab-over campers, and recreational trailers including camping trailers, fifth wheel trailers, and utility trailers carrying recreational vehicles or equipment (excludes commercial and horse trailers). ATV trailers, boat trailers, and personal watercraft trailers must be carrying their designated recreational equipment or must be empty to be eligible for service.**
- Motorcycles are eligible only for the delivery of fuel and locksmith services. Towing and extrication and winching service for motorcycles is available under AAA Plus RV and AAA Premier RV benefits. **Motorcycles must be licensed for highway use.**
- Dual-wheel unloaded pickup trucks will be provided all services except tire service.

SERVICE OUTSIDE ALABAMA

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

CHECK ACCEPTANCE FOR EMERGENCY REPAIRS

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

EXTREME SERVICE CONDITIONS

AAA Alabama will make every effort to ensure that the provision of Roadside Assistance can be made under all conditions. During severe weather or road conditions, however, there may be some service delays before help can reach you. Heavy traffic may also delay the arrival of the independent service provider driver. Because towing is by far the most time consuming type of service AAA Alabama provides, towing operations may be temporarily suspended to avoid excessive delays to members waiting for other services. During such times, priority will be given to members stranded away from shelter or to members with vehicles that have skidded and/or become stuck on highways in severe snowstorms.

SERVICE LIMITATIONS

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

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

Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. An individual's AAA membership may not be used by a business or organization to provide service for its customers, employees or vehicles, including, but not limited to, taxicabs, limousines, shuttles and other commercial vehicles for hire. Towing service will not be provided for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation. Such tows are considered "convenience tows" and are not covered roadside assistance services.

Without limiting any other rights or remedies it may have, AAA Alabama may seek reimbursement from a primary or associate member for roadside assistance services fraudulently or wrongfully obtained by the primary or associate member. Primary members are responsible for the conduct and the service demands of their associate members.

The following services are not provided under the membership benefit:

- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, or private logging or forest service roads) and snow-filled roads or driveways.
- Shoveling snow from around a vehicle or clearing a road or driveway.
- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
- Towing of vehicles purchased in an inoperable condition.
- Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, non-emergency lock repairs and re-keying of vehicle locks).
- Service in situations where a membership card and a matching valid driver's license or other state or federally issued photo identification is not provided to the service driver. You must provide a driver's license for identification if you are the driver.
- Use of two or more Roadside Assistance service calls to extend the member tow mileage benefit for the same breakdown.
- Towing, extrication/winch and tire change service for RVs and towing and extrication/winch service for motorcycles, unless the member has AAA Plus RV or AAA Premier RV benefits.
- Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
- The installation or removal of snow tires or chains.
- Charges related to impound or stolen vehicle recovery, towing or storage.

- Installation of automotive parts not provided by an independent service provider.
- AAA Plus, AAA Plus RV, AAA Premier, and AAA Premier RV services prior to seven (7) calendar days after processing, and receipt of full dues payment.
- If the vehicle is for hire (taxicab, limousine, etc.)
- If the vehicle does not bear valid state license plates, has been towed under police order due to infractions, or held under legal restraints.

REIMBURSEMENT

If it is necessary for a member to pay for covered membership service at commercial rates, the member must request an itemized receipt listing the member's name, vehicle and services rendered by the independent service provider. For reimbursement consideration, the member must present or send the original receipt and an explanation of the circumstances to any AAA Alabama branch within 60 days of the date of service.

A reimbursement counts as a Roadside Assistance service call. (See Allowable Roadside Assistance Service Calls on Page 2.)

Reimbursements for services, including services received outside of Alabama, will only be considered for those membership services which AAA Alabama provides without charge. (Exception: Vehicle locksmith service will be reimbursed up to \$60 for Classic members, up to \$100 for AAA Plus and AAA Plus RV members, and up to \$150 for AAA Premier and AAA Premier RV members.) Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable. Reimbursement is not provided for taxi fares, telephone calls, rental cars, etc.

Members will be reimbursed for membership services at the prevailing commercial rates when AAA service was requested from a AAA or CAA club, but the membership could not be verified. Reimbursement will be issued upon subsequent verification that the member's valid membership was in effect at the time of service.

PARTIAL REIMBURSEMENT

Reimbursement will be limited to the amount AAA Alabama would have paid an independent service provider when AAA was not contacted to provide service. If towing is covered by an automobile insurance policy, the maximum reimbursement for a tow bill will be limited to the amount AAA Alabama would have paid an independent service provider to provide the service. Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable.

TRAVEL

Travel Guides

North America and Caribbean AAA TourBook® Guides are available to view online, download or print. TripTik® Travel Planners are available free online or in branch. Select printed maps are available to pick up in branch free of charge to Members. AAA Plus and AAA Premier members receive AAA published international maps and the Europe Travel Guide free of charge. Europe Travel Guide is limited to one (1) free per AAA Plus and AAA Premier cardholder, per membership year.

Travel Agency

Full service leisure travel agency benefits are available from AAA Travel, with Member-only benefits on select cruise or land vacations. Members receive a discount on processing fees when purchasing airline tickets through AAA Travel. International driving permits and discounted passport photos are also available at your local Auto Club branch. Members save on expedited passport and travel visa courier services online. AAA Premier members receive one free set of passport photos per household per membership year, only available at AAA Alabama branches.

Travel Assistance

AAA Premier members can receive Travel Emergency Assistance and Concierge Services 24 hours a day, 7 days a week—in the United States or internationally—when they are on planned trips 100 miles or more from the AAA Premier member's primary residence which include at least one overnight stay and are not more than 45 days in duration. Concierge Services are also available prior to a planned trip. These services are available to AAA Premier members and their spouses and unmarried dependent children age 24 or under who are traveling with the AAA Premier member.

24 HOUR TRAVEL ASSISTANCE* for AAA Premier members includes:

- Emergency message center
- Lost ticket and document replacement arrangements
- Lost baggage assistance
- Emergency airline and hotel reservation
- Legal referrals
- Money transfers, including emergency cash transfer arrangements
- Assistance translation services
- Prescription replacement arrangements
- Medical provider referrals, appointments and admission arrangements
- Medical case monitoring and liaison service
- Emergency medical transportation arrangements
- Emergency visitation arrangements

CONCIERGE SERVICE* for AAA Premier members includes:

- Destination information
- Travel referrals and reservations
- Restaurant and spa recommendations and services
- Event tickets
- Health club information, referrals and reservations
- Tour information
- Gift basket and floral delivery
- Business services
- Golf tee times and reservations (subject to availability), golf referrals, and information

24-Hour Travel Assistance and Concierge Services for AAA Premier Members, please call the numbers below:

800.546.7684 (Toll-free, Domestic)
804.673.1563 (Collect, International)

The member must purchase AAA Premier service prior to travel departure date in order to use these services. 24-Hour Travel Assistance and Concierge Services are not financial benefits. Any costs associated with these services are paid by the member.

*Allianz Global Assistance is the provider and administrator for these benefits. Certain restrictions and limitations apply.

Benefits and service provider are subject to change without notice.

Hertz® Car Rentals

AAA members receive discounts for Hertz car rentals for domestic and international leisure travel. Members can also get free use of one child safety seat, a 10% discount off Hertz fuel purchase option and free additional qualified AAA member drivers (must hold a major credit card in their own name and meet standard rental requirements). AAA members that join Hertz Gold Plus Rewards can receive points to use towards rewards, experiences and more. Advance reservations required and subject to availability. Your AAA membership provides exclusive benefits and savings when you book with your AAA Travel Advisor or visit AAA.com/Hertz. Your Hertz/AAA CDP ID# is 101.

Travel Insurance

When you travel for business or pleasure, help protect your investment. Choose from a variety of plans to fit your travel needs. Plans may provide reimbursement for certain non-refundable financial expenses associated with a canceled or interrupted trip due a covered reason, lost baggage or medical emergencies. In addition, you'll have access to 24-Hour Hotline Assistance staffed with multilingual specialists who can help with many types of situations from almost anywhere in the world. Exclusions, conditions and limitations may apply.

See your AAA Travel Advisor for more details.

*Terms, conditions, and exclusions apply to all plans. Coverage may vary by plan and state. See your plan for details. Plans generally do not cover losses related to COVID-19, including without limitation due to known, foreseeable, or expected events, epidemics, government prohibitions, warnings, or travel advisories or fear of travel. For more information, contact Allianz Global Assistance at 800-284-8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com. Underwritten by BCS Insurance Company or Jefferson Insurance Company. Allianz Global Assistance is the licensed producer and administrator. Automobile Club of Southern California or affiliates act as producer in HI and KS. Plans include insurance benefits and assistance services. CA customers can reach the CA Dept of Insurance through its toll-free Consumer Hotline: 1-800-927-4357 (HELP).

AUTOMOTIVE

AAA Approved Auto Repair

When you go to a AAA Approved Auto Repair facility, all repairs, both parts and labor, are guaranteed by the facility for 24 months or 24,000 miles, whichever comes first under normal operating conditions, unless otherwise stated in writing. Members also save 10% on regularly-priced parts and labor, up to \$50, upon requesting the discount at AAA Approved Auto Repair facilities. Plus, members can get a free 40-point maintenance inspection with any paid service, upon request. Most passenger cars and light trucks are eligible. Members also receive AAA Alabama's support to help resolve disputes arising from a service or repair at a AAA Approved Auto Repair facility.

Cannot be combined with any other discount or coupon. Valid AAA membership card must be presented at the AAA Approved Auto Repair facility at the time of service. Other restrictions may apply. See facility for details.

Vehicle Inspection Program

Members can bring their vehicle to a participating AAA Approved Auto Repair (AAR) facility for a comprehensive inspection using standards and procedures developed by AAA. For a fee, the facility's technicians will thoroughly inspect the engine, transmission, suspension, drive axles, electronic system and more. See participating AAA Approved Auto Repair facilities for details and scope of vehicle inspection. AAA Premier members may receive up to a \$45 rebate off the current price of a Vehicle Inspection Program service. One Vehicle Inspection Program rebate per member, per membership year. See participating AAA Approved Auto Repair facilities for details and scope of vehicle inspection. Price and AAA Premier member rebate subject to change without notice. Rebate may not be combined with any other offer or discount. Other restrictions apply. For additional terms and conditions and to obtain a mail-in rebate form, visit AAA.com/Premier or contact your local AAA Alabama branch.

AAA Car Buying Service

The free AAA Car Buying Service provides an easy-to-use, no-hassle car buying experience. Choose from a network of Certified Dealers to purchase your next new or pre-owned vehicle. The free AAA Car Buying Service allows members to research vehicles, obtain average price paid by others, view pricing on inventory at local Certified Dealers, and get a Vehicle Certificate with the Member Price to take to the Certified Dealer.** To find the nearest Certified Dealer or to buy a new or pre-owned car, go to AAA.com/Auto.

AAA Car Buying Service is managed by TrueCar, Inc. Available for select makes and models and in select areas. Limited supply and special edition vehicles may be excluded. Other restrictions may apply. See Certified Dealer for details. Not all dealers participate in the AAA Car Buying Service program and dealers may be subject to change at any time without notice. The AAA Car Buying Service and TrueCar do not set vehicle pricing and are not responsible for errors in the pricing information communicated to you by a Certified Dealer through the AAA Car Buying Service site. Certain terms, conditions and restrictions apply.

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

Vehicle Pricing & Research Services

You can research your next new or pre-owned car online at AAA.com/AutoManager. For new cars, the Build-Your-Car tool allows you to select the options you are interested in, and then gives you a detailed estimate of the car's price, with your specific requirements.

Members can view features, crash test data, manufacturer incentives and MSRP, and get detailed pricing reports for new cars.

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

CARFAX Vehicle History Reports

Classic and AAA Plus members can purchase CARFAX Vehicle History Reports for 20% off the retail price online by logging in to AAA.com/Auto.

AAA Premier members receive one (1) free CARFAX Vehicle History Report per membership year by calling AAA Premier Services phone number located on the back of the AAA Premier membership card. Subsequent CARFAX Vehicle History Reports are available to AAA Premier members at a 40% discount when ordered at AAA.com/Auto.

Windshield Repair

AAA Premier members receive an exclusive AAA price on windshield chip repairs provided by Safelite AutoGlass®. You'll receive a discount off the regular repair price and a waived mobile delivery and supply fee. One discounted repair service per AAA Premier household per membership year. For current pricing, go to AAA.com/Windshield. 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. 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.

MEMBER SERVICES

AAA Discounts & Rewards®

Your AAA membership unlocks thousands of discounts on everyday purchases. So before you head out for a day of shopping, plan that family vacation or take the kids out for dinner and a movie be sure to check out all of the special AAA member discounts waiting for you at AAA.com/Discounts.

Discounts, products and vendors are subject to change at any time without notice. Restrictions apply. For full terms and conditions and to view current discounts, visit AAA.com/Discounts.

Identity Theft Protection

Each AAA Member age eighteen (18) or older can receive FREE identity theft monitoring with ProtectMyID® Essential. This free benefit includes: free daily monitoring of your Experian® credit report, free email alerts when key changes are detected on your Experian credit report, free monthly "all clear" email alerts when no changes are detected, lost wallet assistance and free fraud resolution support. To get this free benefit, enroll online or by phone. AAA Premier® Members with ProtectMyID® Essential receive the additional benefit of Ten Thousand Dollars (\$10,000) in identity theft insurance at no extra charge.

AAA also offers two additional levels of protection to help you take control of your identity, both at a discounted monthly rate. AAA Premier Members save an additional ten percent (10%).

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

Identity theft insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

Mobile App

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

Electronic proof of insurance may not be valid as proof in all states. Please keep your hard copy version on hand. Must be a current AAA member and insured through AAA to use this feature. Service Tracker through the Auto Club App is subject to availability and may not work correctly if either your GPS or the service vehicle's GPS is not enabled. Membership Roadside Assistance terms and conditions apply. Message, data and roaming rates may apply.

AAA Gift Card

Perfect for any occasion, the AAA Gift Card puts a world of shopping possibilities in the hands of the gift recipient.

- Accepted everywhere Visa is – within the U.S.
- Choose any amount you want to give between \$10 and \$750
- If lost, replaceable for a small fee

AAA Explorer Magazine

As a primary member of AAA Alabama, you'll automatically receive AAA Explorer magazine bimonthly. An Annual \$2 subscription Annual subscription price for AAA Explorer magazine is included in the membership dues. This amount cannot be deducted.

AAA Visa Signature® Credit Cards

Meet your new go-to credit card for everywhere you go. AAA has two cards to choose from; which card is best for you? Our AAA Daily Advantage Visa Signature® Credit Card is perfect for those who value earning cash back for life's everyday adventures, and our AAA Travel Advantage Visa Signature® Credit Card is ideal for those who want cash back to complement a travel-focused lifestyle. Visit <http://AAA.com/CreditCard> to learn more.

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

Offer is exclusive to AAA Daily Advantage Visa Signature® Credit Card or AAA Travel Advantage Visa Signature® Credit Card holders enrolled in the AAA Daily Advantage or AAA Travel Advantage program. Cash Back can be redeemed as statement credits, direct deposit, rewards and qualifying purchases at participating AAA locations. This rewards program is provided by Comenity Capital Bank and its terms may change at any time. For full Rewards Terms and Conditions, please see <http://AAA.com/AdvantageTravelTerms> or <http://AAA.COM/AdvantageDailyTerms>.

Credit card offers are subject to credit approval.

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

Notary Service

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

Home Lockout

If you are a AAA Premier member and you become locked out of your home, you can receive up to \$100 in locksmith services to pick or drill the lock to gain access to your home from the outside. Home lockout service is reserved for a AAA Premier member's primary residence in Alabama only and excludes all other buildings or locked areas. The service provides up to \$100 for the cost of re-keying, changing locks or making a new key only when the lock must be drilled to gain entry to the home or if keys are lost or stolen. Any charges in excess of \$100, as well as all charges associated with any other residential locksmith services, are at the expense of the AAA Premier member. Home lockout service is limited to one (1) usage per AAA Premier household per membership year.

Home lockout service is not transferable to any other person. The AAA Premier member must be present at the time of service. Identification and proof of residence is required. In the case of rental property, approval of the property owner may be required. Service is valid only in Alabama. Service is provided by independent locksmiths and is subject to availability; if AAA Alabama cannot dispatch service, the member will be referred to a commercial locksmith and will be reimbursed for covered service up to \$100. Locksmith arrival time is based on locksmith availability.

Notary Service

Most personal notary transactions are available at any AAA Alabama branch, Monday through Friday, at no cost. Some restrictions may apply.

INSURANCE

INSURANCE

Get a free quote on auto, homeowners, condominium, renters, excess liability, and life insurance by calling or visiting a AAA Alabama branch or by going online at AAA.com.

Separate purchase of AAA membership is generally required to obtain and renew AAA insurance coverage. AAA insurance is a collection of AAA branded products, services and programs available to qualified AAA Members. AAA personal lines insurance is provided through the licensed Alabama Motorists Association, Inc. by Automobile Club Inter-Insurance Exchange or Auto Club Family Insurance Company. Life insurance is underwritten and annuities are provided by AAA Life Insurance Company, Livonia, MI. AAA Life is licensed in all states, except NY. The Motor Club and/or its affiliates act as an authorized agent for their affiliate insurers, including AAA Life.

AAA ACCIDENT ASSIST

Auto insurance through AAA comes with a complete accident recovery program called AAA Accident Assist which can start to handle your needs from the scene of an accident with one phone call to AAA.

At the scene of the accident, AAA:

- Sends a AAA Roadside Assistance Service Provider vehicle
- Tows your vehicle to a repair shop in our AAA Member Preferred Repairs Program, or the repair shop of your choice
- At your request, contacts family members on your behalf

Immediately after the accident, AAA:

- Arranges a rental vehicle for those with rental coverage
- Completes your claim notice at your convenience

If your car is repaired at a AAA Member Preferred Repairs Program shop, AAA:

- Saves you time by scheduling a repair without you having to wait for an adjuster
- Gives you a lifetime warranty on workmanship for the repair

For members with liability-only or other limited coverage with the Automobile Club Inter-Insurance Exchange, Roadside Assistance service is provided under your membership, not your insurance policy, and is subject to membership restrictions. Repairs, rentals and other benefits are subject to policy coverages and limits. Calling AAA Accident Assist should only be done from a safe location and only after contacting the proper authorities. The lifetime warranty from a AAA Member Preferred Repairs Program facility excludes parts and materials, and is non-transferable. Other restrictions apply. Roadside Assistance generally provided by independent service providers.

Birmingham Headquarters

2400 Acton Road
Birmingham, AL 35243
205.978.7000

Decatur

1605 Beltline Road SW
Decatur, AL 35603
256.353.4924

Huntsville

2625 Memorial Parkway SW
Huntsville, AL 35801
256.539.7493

Tuscaloosa

312 Merchants Walk,
Suite 5A
Tuscaloosa, AL 35406
205.759.1202

Anniston/Oxford

119 Commons Way, Suite 101
Oxford, AL 36203
256.832.3101

Dothan

3850 W. Main Street
Dothan, AL 36305
334.793.6080

Mobile

720 Schillinger Road S
Mobile, AL 36695
251.639.3510

Bessemer

4933 Promenade Pkwy, Suite 120
Bessemer, AL 35022
205.481.4600

Fultondale

3345 Lowery Parkway, Suite 115
Fultondale, AL 35068
205.841.2374

Montgomery

6901 Vaughn Road
Montgomery, AL 36116
334.272.1650

AAA ALABAMA—PRIVACY NOTICE

This Privacy Notice describes how we handle your personal information as a motor club and the steps taken to protect your privacy. A separate privacy notice would apply to information collected through other means, including from the use of our website, AAA mobile applications, insurance, AAA OnBoard telematic services, and affiliate partner products and services. You should consult those notices if necessary.

Information We Collect. We collect information about you to offer AAA member benefits as listed in the *Member Guide*. This includes information that you provide directly, such as your contact information; that you provide indirectly, such as when you call or visit us online; and that we collect from third parties.

We also collect information about your transactions and experiences with us, affiliate partners, and other clubs/entities within the AAA federation. This includes, for example, information when you:

- Request Roadside Assistance (e.g., towing service)
- Purchase travel from a partner
- Use automotive services (e.g., AAA Approved Auto Repair or motor vehicle registration)
- Use member services (e.g., AAA Discounts & Rewards).

Information We Use and Share. We may share your information with affiliates and third parties (such as within the AAA federation and with affiliate partners) to provide membership services, and for marketing purposes, including joint marketing with other financial companies with whom we have joint marketing agreements. We may also provide your information to service providers and business partners, as permitted or required by law, including for our everyday business purposes, such as processing your transactions, maintaining your accounts, responding to court orders and legal investigations, preventing fraud, and reporting to consumer reporting agencies. We may also provide your transaction and experience information and creditworthiness information to our affiliates for their everyday business purposes.

We may use your service location to identify your location to provide Roadside Assistance, and for:

- (i) internal analytics, including mileage calculations
- (ii) quality-assurance initiatives and member surveys
- (iii) Approved Auto Repair (AAR) facilities when a referral is requested
- (iv) requesting assistance from emergency providers (e.g., police, fire)
- (v) rental car providers if a referral is requested.

We may share your service location with our authorized independent service providers, AAR facilities, our AAA personnel, and our affiliates.

Information Protection. We maintain physical, electronic, and procedural safeguards to protect your personal information. We require employees and vendors to keep your personal information confidential. Access to such information is provided to those who need it for their duties. We review the information security practices of vendors with whom we share personal information.

Solicitation and Marketing. If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Privacy Notice Inquiry, Attention: List Manager, PO Box 25001, A112, Santa Ana, CA 92799-5001, and provide your full name and street address, membership number, telephone number and email address along with your request to be placed in our Do Not Solicit File. Your request will take effect within 60 days. During this time, you may receive mailings that were already in progress. You will continue to receive *AAA Explorer* magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually and reserve the right to modify this Notice at any time.

This Notice is provided on behalf of: AAA Alabama (Alabama Motorists Association Inc.), AAA Hawai'i, AAA Missouri (Automobile Club of Missouri), AAA New Mexico LLC, AAA Northern New England, AAA Northern New England Insurance, AAA Texas LLC, Tidewater Virginia (Tidewater Automobile Association of Virginia Incorporated), ACSC Management Services Inc., Auto Club Enterprises, Auto Club Services LLC, Automobile Club of Southern California, and Club Exchange Corporation.

Visit us at AAA.com

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