

AAA / ACG

- **ACG phone #:** 866-222-2153, at phone tree enter option 6, then 2, then 2
- **AAA phone #:** (317) 614-2825, ask to be connected to the appropriate club if answering rep cannot assist.
- **Services:** Towing, jump start, winch out, lockout, fuel delivery, tire services
- **RV coverage:** All RVs are covered up to \$500 except AAA Hoosier Club (FID 2F001)
 - If a client rep provides any coverage other than \$500 for an RV, inform rep we have been advised all RVs have a \$500 coverage limit and ask that they verify that with their supervisor. If client still provides coverage other than \$500, reach out to TP lead/manager to advise. *Except Hoosier club.

*******LIGHT DUTY*****WE WILL HELP WITH LIGHT DUTY – DO NOT TURN THEM AWAY**

Communications:

- **Intake:** Phone call from client rep
- **Emails:** None
- **TP to client follow ups/updates:** Phone call, update client of the new ETA at dispatch.
- **ETA:** Provide client with an ETA of 90 min at intake and let them know we will keep them updated if there are any changes.

Coverage:

- **Coverage Type:** Verify with client rep
 - Full, Mileage or Dollar Amount
- **Coverage Limit:** Verify with client rep if not fully covered
 - Number of miles or dollar amount
- **Loaded Miles:** ALWAYS ASK client rep, leave blank if rep is unsure

Client Info:

- **PO:** "Call #"
- **Member ID:** Members 16-digit membership # (Clubs with our facility ID ending in 999 may not be able to provide-leave blank)
- **Facility ID:** Facility ID client has TP assigned under (make sure the client assigned matches this ID)
- **Special Instructions:** Reps name and any special instructions at intake.

If unit is pulling a trailer: Ask client rep for trailer coverage

- **Covered:** Confirm Secondary Asset coverage and obtain/enter call # for secondary asset on Step 1 (Secondary asset call # should be different than primary asset call #). *If AAA/ACG only provides one call #, the secondary asset is not covered.*
- **Not covered:** Enter Coverage as "None" for the secondary asset on Step 1

Step 2:

- **Must verify all details and complete Step 2 with customer prior to dispatch.**
- **If unit is not roadside or a true ERS breakdown. Gather the following details:**

- Last time unit was moved /driven / towed
- Tire condition
- Location on property – easily accessible?
- Get pictures whenever possible: Unit, tires and location on property
- **If customer is not fully covered:** Inform customer of their coverage and let them know we will call to collect any overages prior to dispatch – inform customer we accept Visa and Mastercard. Do not quote customer before making vendors calls.
- **If unit is pulling a trailer but trailer was not disclosed on intake:** Call AAA/ACG to inform them of the secondary asset and confirm coverage.
- **If only disablement is flat / blown tire(s):** Offer tire delivery – Inform member they will pay for tire, mounting, parts and we will contact AAA/ACG to see if member is covered for the tire change cost / service call.
 - **If member agrees:** Update AAA / ACG, confirm tire change coverage and request the facility ID is adjusted to the tire ID and notify team for tire sale handoff.
- **If customer requests a “mobile mechanic”:** Redirect customer to AAA

- **Coverage Limit Overages: Customer pays**
 - Mileage overage:
 - LD Auto - \$6 / mile (plus 3.5% cc fee)
 - MD Auto - \$7 / mile (plus 3.5% cc fee)
 - HD Auto - \$8 / mile (plus 3.5% cc fee)
 - Dollar amount:
 - Total vendor quote minus AAA / ACG covered dollar amount + \$150 (plus 3.5% cc fee)

AAA / ACG / CAA Facility ID's

AAA Clubs	ERS Facility ID	Tire Facility ID
AAA - Arkansas	141999	141999
AAA - Colorado	TPRO	TPRO
AAA – Hoosier Motor Club	2F001	2F001
AAA - Illinois	241999	241999
AAA - Indiana	721999	721999
AAA - Kansas	261999	261999
AAA - Louisiana	281999	281999
AAA - Mississippi	351999	351999
AAA - Missouri	361999	361999
AAA - Washington	9800	9800
ACG Clubs		
ACG – Florida	FX3117	FX3118
ACG – Georgia	GX3119	GX3210
ACG – Illinois	CX9820	CX9821
ACG – Michigan	MIX612	MIX613
ACG – Tennessee	TX3121	TX3122
CAA Club		
CAA - Quebec	TPROS	TPROS