



What You Can Expect from The Auto Club Group.

As an Approved Roadside Assistance Contractor, it is The Auto Club Group's (ACG) goal to help you maximize your business. Here are just some of the many, great benefits that you can expect when you join our team.

- Competitive compensation package:
 - Heavy & Medium Duty premiums
 - Night & Holiday premiums
 - Pay for Performance compensation program
- ACG enjoys solid financial standing, so you can count on weekly, hassle-free payment of closed calls
- Affiliation with one of the best-known companies in the roadside assistance field which will attract AAA Members to other products and services you may have to offer
- Dedicated AAA Field Representative
- Weekly/monthly performance tracking
- Web based management of calls, including electronic dispatch options
- Member check guarantee
- Real-time member survey reporting at no cost
- Complimentary accidental dismemberment and death benefit up to \$50,000 covering a driver going to, at the scene or returning from a call
- Potential for increased business volume resulting from towing a member's vehicle to AAA Car Care Plus® and Approved Auto Repair (AAR) facilities. Members prefer these facilities because they receive special benefits, priority preferences, discounted rates, etc. when their vehicle has experienced a traditional road service event and requires servicing. This enhances the Roadside Assistance customer experience by facilitating a branded approach from Roadside to Repair Bay.

Here's what ACG will provide you with as an Approved Roadside Assistance Contractor.

- Authorized AAA Roadside Assistance signs
- AAA logo decals and uniform patches
- AAA towing/lockout manuals, updated yearly
- Regular online Service Provider Hub updates
- Industry-specific service bulletins with the latest information on towing
- Discounts offered by our national partners for their products & services
- Advice, rebates, and discounts on service truck purchase and business operation assistance
- Training – technician safety, Ergonomics, World-Class Service, dispatcher training, etc.

*AAA Members deserve and expect world-class service
when it comes to the roadside assistance services.*

What ACG Expects from an Approved Roadside Assistance Contractor.

AAA Members deserve and expect the best when it comes to the roadside assistance services we provide – a timely response, communication from the service provider, a clean tow vehicle, a uniformed technician and, of course, world-class service! To ensure that our members' expectations are met, ACG has established minimum requirements for contractors within our roadside assistance provider network. These requirements include:

- Background checks (performed through our vendor partner, Hire Right, and required for owners and any employee who services our AAA Members)
- Insurance (minimum amounts are dependent upon call volume)
- Training (provided at no-cost training through ACG's Network Training Unit (NTU))
- AAA Logo (must be displayed on all vehicles that servicing AAA Members)
- Minimum Service Levels that include, but are not limited to:
 - ◆ Call acceptance rate
 - ◆ Overall member satisfaction
 - ◆ Service tech satisfaction
 - ◆ Response time satisfaction
 - ◆ Keeping Members informed
 - ◆ Arrival times
 - ◆ ETA accuracy
 - ◆ On the Go

Which membership is best for you?

ROADSIDE ASSISTANCE



Towing
Emergency Starting
Battery Jump-Start / Boost
Mobile Battery Replacement Service
Flat Tire Service
Fuel Delivery
Vehicle Locksmith Service
Extrication / Winching
One Day Free Car Rental

TRAVEL

Passport Photos
Car Travel Interruption
Travel Accident Insurance for AAA Travel
TripTiks and Maps
Vehicle Return ³
24-Hour Travel Assistance
Concierge Service

BONUS BENEFITS

Bicycle Coverage
Golf Cart Coverage
Identity Theft Monitoring ⁴
Severe Weather Alerts ⁵
Home Lock-Out Service

CLASSIC	PLUS	PREMIER
		
Tows up to 5 Miles Each ¹	Tows up to 100 Miles Each	Up to 1 Tow up to 200 Miles and Remaining Tows up to 100 Miles Each
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
You pay for fuel	Free	Free
Up to \$50 for Lockout Only	Up to \$100 ²	Up to \$150 ²
1 Service Vehicle & 1 Driver	2 Service Vehicles & 2 Drivers	2 Service Vehicles & 2 Drivers
		✓
CLASSIC	PLUS	PREMIER
Nominal Fee	2 Sets Free Per Member Per Year	Unlimited Sets Free Per Member Per Year
Up to \$600	Up to \$1,000	Up to \$1,500
\$100,000	\$300,000	\$500,000
✓	✓	✓
		Up to \$500
		✓
		✓
CLASSIC	PLUS	PREMIER
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	\$10,000 Identity Theft Insurance through Experian ⁵
		✓
		Up to \$100

Upon activation and with proper identification, AAA will provide regular AAA services and full privileges for the new member. Roadside benefits begin three days after payment of dues. Some restrictions apply. For allowable service calls per membership term visit AAA.com/MemberHandbook. ¹Tows up to 10 miles each for Nebraska members. ²For vehicle entry and attempt to make vehicle operable (if necessary). ³When traveling 100+ miles from home. ⁴Members must enroll in ProtectMyID Essential to receive free ID Theft monitoring. Standard text messaging rates apply. ⁵Premier members must enroll in ProtectMyID to get ID Theft insurance. Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. ⁶Standard text messaging rates apply. You must enroll to receive benefits. Offers, terms, conditions and policies are subject to change without notice.