

The Member Guide details the benefits and services available to Auto Club Members, including various membership levels, roadside assistance, and insurance options. New Members start at the Classic level and can upgrade to AAA Plus® or AAA Premier® after 90 days, provided there are no service calls during that time. Members can add optional RV and Motorcycle Roadside Assistance, with certain benefits like extended roadside assistance and AAA Premier services subject to a seven-day waiting period post-payment. Membership is strictly for personal use and is non-transferable, with the Auto Club retaining the right to cancel memberships for misuse or excessive service demands.

Membership is valid for one year and can be renewed upon payment of dues, with renewal notices sent before expiration. Members can renew within 90 days after expiration without losing their original membership details. If a member opts not to renew, they may purchase a new membership, which will come with a new membership number. The Auto Club may also cancel memberships for conduct detrimental to the organization or other members. For those enrolled in AAA Auto Pay, dues are automatically charged unless canceled prior to the payment date. Members must keep their contact information updated to receive benefits and communications.

Roadside assistance is available 24/7, requiring members to provide their membership number, contact information, vehicle details, and the nature of the trouble when requesting service. Members must present their membership card and valid identification to receive assistance, and services are non-transferable. Each member is entitled to four free roadside assistance calls per year, with charges applicable for additional calls or services beyond the Classic level. Members are responsible for any costs incurred for services exceeding their membership benefits. If a charge is not approved by the credit or debit card company, the Auto Club may provide services on a "Cash on Delivery" (COD) basis, requiring members to pay all charges directly to the service provider at the time of service. Members with an unpaid service charge balance must pay both the outstanding balance and the current service charge before receiving assistance, with nonpayment potentially

leading to membership cancellation.

Members who opt for RV/Motorcycle Roadside Assistance are entitled to four additional service calls or reimbursements for RV or motorcycle towing, extrication, winching, and tire changes per household each membership year, with the Auto Club covering up to \$500 per service call and a total of \$1,000 per year. Any costs exceeding these limits are the member's responsibility. After the fourth service call, additional requests will also be on a COD basis, and nonpayment may result in membership cancellation. Services provided include minor mechanical first aid, battery jump starts, flat tire service, mobile battery service, emergency fuel delivery, extrication/winching service, vehicle lockout and locksmith service, and towing service, with specific distance limits varying by membership level.

Rental car benefits are available in Southern California when a member's vehicle is towed, with discounts and complimentary upgrades for AAA Plus and Premier members. Premier members can receive a complimentary one-day rental car, while all members can receive assistance to reach a rental location. In the event of an accident or breakdown, Premier members can receive additional assistance for transportation arrangements and contacting family. Roadside Assistance services are provided by independent businesses contracted by the Auto Club, and while the Auto Club attempts to assist with complaints regarding these providers, the responsibility for service quality lies with the independent providers.

Eligible vehicles for service include standard automobiles, light trucks, and RVs, with exclusions for commercial vehicles and certain trailers. Outside Southern California, members can access services from local AAA or CAA clubs but may need to pay for services not typically covered and can apply for reimbursement. The insurance policy provides coverage for emergency repairs and services up to \$250, requiring a valid Membership card and driver's license for identification. Roadside Assistance is available under various conditions, but severe weather or heavy traffic may cause

delays. Coverage is limited to personal, non-commercial use and does not substitute for regular vehicle maintenance. Services are not provided for vehicles in inaccessible areas, for convenience tows, or for vehicles purchased inoperable. Members are responsible for the conduct of Associate Members and may be liable for fraudulent service claims. Exclusions include service for vehicles in remote locations, snow removal, towing for vehicle sales or relocations, and locksmith services beyond basic needs. Reimbursement for covered services requires an itemized receipt submitted within 60 days, with specific limits based on membership level. Partial reimbursement applies if AAA was not contacted for service, and certain conditions may limit reimbursement amounts. AAA Premier Members have access to home lockout services up to \$100, limited to their primary residence in Southern California, with specific identification requirements.

Travel services include access to travel guides, discounts on car rentals, and travel insurance options. AAA Premier Members also receive 24-hour travel assistance and concierge services for trips over 100 miles from home. The Car Buying Service offers members pre-arranged pricing on new and pre-owned vehicles, with additional discounts on service contracts and warranties. Members can also access vehicle pricing research and CARFAX reports at discounted rates. Discounts are available at AAA Approved Repair facilities, including savings on parts and labor. AAA membership provides various automotive and insurance services, including the requirement to present a membership card at AAA Approved Repair facilities for service. Premier Members can access free automotive consultations and receive a rebate of up to \$45 on vehicle inspections at participating facilities, with specific terms and limitations. Members can also handle DMV vehicle registration transactions at Auto Club branches, including renewals and ownership transfers, available Monday through Saturday. Smog check inspections and DMV renewals for personal vehicles can be conducted at designated smog centers. The Auto Club Driving School offers a DMV-approved novice driver curriculum and behind-the-wheel instruction, with discounts for AAA Plus and Premier Members. Additionally, AAA provides an online Mature Driver Improvement course for drivers over 55, which may lead to auto insurance discounts.

AAA membership unlocks numerous discounts on everyday purchases, with terms subject to change. Members aged 18 and older receive free identity theft monitoring through ProtectMyID® Essential, which includes credit report monitoring and fraud resolution support. Premier Members benefit from \$10,000 in identity theft insurance. AAA also offers additional identity theft protection plans at discounted rates. Members receive Westways magazine five times a year as part of their membership dues. The AAA Visa Signature® Credit Cards offer cash back rewards tailored to everyday spending or travel, with specific terms available online. Notary services are available at Auto Club branches during business hours, with discounted rates for personal transactions. The Auto Club App allows members to access their digital membership card, request roadside assistance, and track service vehicles. Insurance services cover a range of products, including auto, motorcycle, and life insurance, with a separate membership purchase generally required. AAA Accident Assist provides comprehensive support following an accident, including towing and rental vehicle arrangements, with specific benefits contingent on the insurance policy. The privacy notice outlines the collection and sharing of personal information, detailing members' rights under California privacy laws, including the right to access, delete, and opt out of the sale of personal information. Members can exercise these rights through specified channels, and for assistance, they can contact AAA via toll-free numbers for roadside assistance and insurance services.