

The AAA Member Handbook provides a comprehensive overview of the benefits and services available to Basic Membership holders, highlighting resources aimed at enhancing the member experience. Members can access identity theft protection through ProtectMyID, severe weather alerts, and AAA Discounts & Rewards, which offer savings at various partner locations, including major retailers and service providers. The handbook encourages the use of the AAA Mobile app for easy access to membership cards, travel planning, and roadside assistance. Insurance options include auto, home, specialty products, and life and annuity products, with roadside assistance covering services such as battery jump-starts, towing, and vehicle lock-out, subject to specific eligibility criteria and limitations. Members can also benefit from AAA credit cards that provide cash back on purchases and AAA Banking services, which include competitive loans and checking accounts.

The Associate Basic membership allows household members, including spouses and children, to enjoy similar benefits, while gift memberships can be purchased, granting recipients nationwide roadside assistance and other AAA benefits. The member referral program rewards members with AAA Dollars for successful referrals. AAA Living keeps members informed about various benefits related to autos, homes, money, insurance, and travel, while AAA is committed to traffic safety and advocacy, offering programs to enhance road safety. AAA Approved Auto Repair facilities provide quality assurance with free vehicle maintenance inspections, discounts on labor, and warranties on repairs. The Driver Training Program offers courses to improve driving skills, particularly for young and senior drivers. As a full-service travel agency, AAA provides expert travel advisors, online travel guides, TripTik® route planning, and international travel resources, including travel insurance for common carrier bookings.

The insurance policy details roadside assistance services, including battery jump-starts, replacements, extrication, fuel delivery, vehicle lock-out, mechanical first aid, tire service, and towing, with specific limitations on service eligibility. Members can receive a free battery diagnostic

test and have the option to purchase a new AAA battery on-site, which comes with a 72-month limited warranty. However, battery services are not available for motorcycles or specialty vehicles. Fuel delivery is limited to regular fuel, and members will be charged current pump prices. For lock-out situations, AAA will attempt to unlock the vehicle or tow it to a locksmith if necessary. Towing services are available if the vehicle cannot be started or made safe to drive, with distance limitations based on membership level. Certain vehicles, including unregistered or modified ones, are not eligible for service. The policy disclaims responsibility for independent service providers and does not guarantee timely service during extreme conditions. It also includes car travel interruption protection, covering emergency expenses up to \$600 for members traveling 100 miles or more from home due to a breakdown or accident, along with emergency check cashing and legal fee reimbursement for traffic violations, subject to specific conditions.

To request reimbursement for traffic charges, the policyholder must provide a written statement detailing the charge, events leading to it, court appearances, and proof of acquittal or dismissal. A lawyer's statement regarding services performed and fees is also required. The terms define "You" and "Your" as members of any AAA motor club within The Auto Club Group, while "We" and "Us" refer to The Auto Club Group and the Auto Club Group Insurance Company in Michigan. A "Traffic Charge" is defined as a formal charge by law enforcement for motor vehicle operation or parking violations. The policy includes a cancellation policy, allowing the company to impose surcharges, limit Road Service, downgrade membership types, or cancel memberships without prior notice for reasons such as abusive behavior or excessive Road Service usage. If a member requests cancellation, their membership will expire at the end of the current term without a refund. Basic memberships may also be canceled for non-payment, and those canceled for non-payment cannot rejoin through a subscription membership. The policy emphasizes safety for members, employees, and service providers, and members can contact AAA for assistance through the number on their digital membership card or visit AAA.com for more information on services and benefits.