

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 have been no tows during that time. Members can add optional RV and Motorcycle Roadside Assistance, with certain benefits like towing over 200 miles and vehicle locksmith services subject to a seven-day waiting period after 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. Memberships are valid for one year and can be renewed upon payment of dues, with a pro-rated refund available if canceled. Members are encouraged to enroll in AAA Auto Pay for automatic renewals and must keep their contact information updated. Roadside Assistance is available 24/7, requiring members to provide identification and vehicle details when requesting service. Each Member is entitled to four service calls per year at no charge, with additional calls incurring fees. Members must present a valid membership card and identification to receive services, and any costs for services beyond the Classic level are payable directly to the service provider.

Members are responsible for paying all charges directly to the independent service provider at the time of service, and any unpaid balance must be settled before assistance is provided, as nonpayment may lead to membership cancellation. Those opting for RV/Motorcycle Roadside Assistance receive four additional service calls or reimbursements for RV or motorcycle-related services per household each membership year, with the Auto Club covering up to \$500 per service call and a total of \$1,000 per year. Costs exceeding these limits are the member's responsibility, and after the fourth service call, additional requests will be on a Cash On Delivery (COD) basis, with nonpayment potentially resulting in membership cancellation.

Services include minor mechanical first aid, battery jump starts, flat tire service, mobile battery service, emergency fuel delivery, extrication/winching service, vehicle lockout assistance, and

towing services. Towing is available for vehicles that cannot be started or driven due to breakdowns, with distance limits based on membership level: Classic Members can tow up to 7 miles, AAA Plus Members up to 100 miles, and AAA Premier Members up to 200 miles for one service call. RVs and motorcycles have specific coverage under the optional assistance plan, and towing beyond specified limits incurs additional costs. Rental car benefits are available in Southern California when a member's vehicle is towed, with discounts and upgrades based on membership level, including a complimentary one-day rental car for AAA Premier Members. Members can also receive assistance for transportation arrangements after an accident or breakdown. Roadside Assistance services are provided by independent contractors, and while the Auto Club attempts to assist with complaints, the responsibility for service quality lies with the service providers. Eligible vehicles include standard automobiles, light trucks, and RVs, while motorcycles are limited to fuel delivery and locksmith services unless additional coverage is purchased. Outside Southern California, members can access local AAA or CAA services but may need to pay for services not typically covered. A personal check for emergency repairs up to \$250 is accepted by service providers.

The insurance policy outlines the conditions and limitations of the Auto Club's Roadside Assistance services, requiring identification, specifically a driver's license, for service requests. While the Auto Club strives to provide assistance under all circumstances, severe weather or heavy traffic may cause delays, particularly for towing services, which are prioritized for members stranded in hazardous conditions. Service is limited to what can be safely performed with standard equipment, and assistance will not be provided if the vehicle cannot be reached without causing damage. The service is intended for personal, non-commercial use and is not available for vehicles needing regular maintenance or for convenience tows related to vehicle transactions. Specific exclusions include service in remote areas, snow removal, towing of inoperable vehicles, and locksmith services beyond basic needs. Members must present a valid membership card and matching identification to receive service, and multiple service calls cannot be used to extend towing mileage benefits. Reimbursement for services paid at commercial rates requires an itemized receipt and

must be submitted within sixty days, limited to the amount the Auto Club would have paid an independent provider, with specific caps for locksmith services based on membership level. AAA Premier Members have access to additional benefits, including home lockout services and 24-hour travel assistance, which includes various emergency and concierge services while traveling. Members also receive discounts on Hertz car rentals and can utilize the AAA Car Buying Service for vehicle purchases, which offers pre-arranged pricing and additional discounts on warranties and accessories. The policy emphasizes that all services are subject to availability and may change without notice.

AAA Premier Members are entitled to free automotive consultation services for vehicle issues and repairs. Members can also utilize the Vehicle Inspection Program at participating AAA Approved Auto Repair facilities, where a comprehensive inspection is conducted for a fee, with a potential rebate of up to \$45 available for Premier Members, limited to one rebate per membership year. DMV vehicle registration services are offered at Auto Club branches, allowing members to renew registrations and transfer ownership of vehicles. Smog check inspections and DMV renewals can be performed at designated Smog Centers. The Auto Club Driving School provides a DMV-approved novice driver curriculum and behind-the-wheel instruction, with discounts available for AAA Plus and Premier Members. An 8-hour online Mature Driver Improvement course is available for drivers over 55, with potential auto insurance discounts for course completion.

AAA Membership also grants access to numerous discounts on everyday purchases, identity theft protection services, and a subscription to Westways magazine. Members aged 18 and older can enroll in free identity theft monitoring through ProtectMyID® Essential, which includes credit report monitoring and fraud resolution support. AAA Premier Members receive additional identity theft insurance coverage. Notary services are available at Auto Club branches, and members can access their digital membership card and insurance proof via the Auto Club App, which also allows for roadside assistance requests.

Insurance offerings include auto, motorcycle, homeowners, and life insurance, with AAA membership generally required for coverage. AAA Accident Assist provides a comprehensive accident recovery program, including roadside assistance and vehicle towing to preferred repair shops, with a lifetime warranty on workmanship for repairs at these shops, although certain restrictions apply. The privacy notice outlines the collection and use of personal information, detailing members' rights regarding their data, including the ability to request copies of their information and opt-out of data sales. Members can contact AAA for various services, including roadside assistance and insurance inquiries, through provided toll-free numbers.