



Member Handbook



Membership • Automotive • Discounts
Travel • Insurance • Financial Services

Learn more at AAA.com

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Welcome to AAA Membership!

Membership

Primary Membership

A Primary membership protects an individual or first enrolled in the household.

Associate Membership

Extends AAA services to the Primary member's spouse or other household members residing at the same address, including any children away at college. Associate members must maintain the same level of membership as the Primary member.

Adding on the Benefits of Plus or Premier*

AAA Plus, when added to your Basic membership plan, provides 100 miles of free towing, increased road service protection, higher limits on Trip Interruption Protection and much more! There is a 72 hour waiting period for new or upgrading members to be eligible for Plus road service benefits. AAA Plus benefits will be noted throughout this handbook.

AAA Premier, when added to your Plus membership plan, provides you with more benefits and services than ever to get assistance whenever and wherever you need it. Whether it is getting into your own home when you've locked yourself out or getting destination information for your European vacation, receive AAA's highest level of coverage available. There is a 72 hour waiting period for new or upgrading members to be eligible for Premier road service benefits.

***AAA Plus RV and AAA Premier RV memberships cover additional vehicles, including motorcycles. Please visit AAA.com/RV for more details or call 1-800-222-1469 for more details.**

Choose The Right AAA Membership Plan For You

AAA Basic Benefits



Towing	Back to responding facility or up to 3 miles
Auto Lockout Service	Up to \$50 for parts & labor
Emergency Fuel Delivery	Member pays prevailing price for fuel; free delivery
Extrication & Winching	Provides one rescue vehicle & technician
Bicycle Coverage	Follows membership level for towing distance
Trip Interruption	Protection up to \$200 if vehicle is disabled due to collision
Travel Accident Insurance**	Available for purchase
Complimentary Rental Car	Not Available
Home Lockout Service	Not Available
24-Hour Travel Concierge Services**	Not Available
RV/Motorcycle Roadside Assistance	Not Available
Hertz Gold Plus Rewards	Included for free
Vehicle Return	Not Available
24-Hour Emergency & Travel Assistance over 100 Miles From Home	Available for purchase

Restrictions apply. Member benefits are subject to change without notice. This chart is only a partial description of benefits. Review this handbook for more information regarding AAA Basic and AAA Plus benefits.

AAA Plus RV and AAA Premier RV memberships cover additional vehicles. Please visit AAA.com/RV for more details or call 1-800-222-1469.

AAA Plus® Benefits



AAA Premier® Benefits



Up to 100 miles in any direction	Up to 200 miles on one service call per household per membership year; up to 100 miles on remaining calls.
Up to \$100 for parts & labor	Up to \$100 for parts & labor
Free delivery and free emergency supply of fuel	Free delivery and free emergency supply of fuel
Provides 2nd rescue vehicle & 2nd technician up to 1 hour	Provides 2nd rescue vehicle & 2nd technician up to 1 hour
Follows membership level for towing distance	Follows membership level for towing distance
Protection up to \$700 if vehicle is disabled due to collision	Coverage up to \$1,500 if vehicle is disabled due to collision or breakdown**
\$300,000 when booked with AAA Southern Pennsylvania**	\$300,000 when booked with AAA Southern Pennsylvania**
Not Available	One free car rental day from Hertz in conjunction with a non-collision tow
Not Available	Up to \$100 reimbursement per household per membership year
Not Available	Exclusive toll-free number for personal travel services, event tickets, restaurant reservations, tee times and more**
Available for Plus RV	Available for Premier RV
Included for free	Included for free
Not Available	Up to \$500**
Available for purchase	Free

For complete AAA Premier benefits and details, see the AAA Premier handbook, visit your local AAA Southern Pennsylvania office, visit AAA.com, or call 1-800-222-1469.

****Insurance coverage is underwritten by BCS Insurance Company under a Form No. Policy 53.203 (0115). Allianz Global Assistance is the licensed producer and administrator for this plan. For full description of the terms, conditions, and exclusions, please visit southpa.aaa.com/travelinsurance.**

Your Membership Card

Your AAA card is issued for your personal use. Carry it with you at all times. As a member, you are covered for roadside assistance whether you're a driver or a passenger in any eligible vehicle. Your card identifies you as a AAA member and allows you to take advantage of all the benefits and services provided with your membership. When requesting service, it is important to have your current membership card and valid I.D. available.



Gift Memberships

AAA membership is a great gift idea. Call or visit one of our branch offices to purchase a gift membership. Birthdays, holidays, graduations, Mother's day - any day of the year is a perfect time to give the gift of AAA membership.

Auto Travel



AAA's auto travel counselors are ready to serve you. We'll save you time and money by highlighting the best route to your destination and whenever possible, steering you around delays.

Maps & TripTiks®

AAA can prepare personalized routings, which can include our famous

TripTik® routings. This is a specially marked map giving you directions, to and from addresses, cities, airports and attractions. Enjoy detailed maps and narrative directions plus construction and scenic highway information shown right on your route. In addition to TripTiks®, we stock many regional, state, and city maps.

Although you can get these at any branch office, you can also print out your own directions right at home on AAA.com.

TourBook® Guides

AAA's TourBook® guides are your reference to the cities, states and provinces you plan to visit. They include descriptions of points of interest, geography, climate, transportation, local laws, maps, restaurants, and lodging. You'll also find exclusive AAA member discounts offered by area accommodations and attractions.

Reservations

At no charge, we can make confirmed reservations for you at hotels, motels and vacation resorts. You can also make reservations on our website, AAA.com, or by calling the establishments listed in the TourBook® guides. Accommodations in the TourBook® guides are rigorously inspected at least once a year and have been found to meet AAA's exacting standards for quality.

Travel Agency

AAA Travel Agents can arrange every detail of your trip, whether you are traveling by plane, ship, rail or auto. We are ready to assist you in the selection of a vacation destination and will make a recommendation tailored to your individual interests and budget.

Group Cruises & Tours

Travel on a AAA Escorted group tour or cruise—our experienced escorts will make your trip hassle-free. Want to travel for FREE? Learn how by letting AAA arrange a trip for your family and friends. Whether it is a family reunion at Walt Disney World® Resort, or a high school reunion on a cruise ship, we will design the perfect vacation from our Travel Programs Department.

AAA Vacations®

Exciting itineraries, engaging experiences and exclusive values make AAA Vacations® unmatched in the marketplace. Whether your perfect escape is taking a cruise, exploring new cultures or an eco-adventure, AAA Vacations® has the ideal itinerary, with exclusive amenities. And AAA members automatically receive 24/7 Member Care and Best Price Guarantee.*

**If you make a booking for a qualifying AAA Vacations® cruise or tour package, and you find a valid better rate for the exact itinerary within 24 hours of our booking, AAA Vacations® will match the lower rate and send you a \$50 future travel credit certificate. Certain restrictions apply.*

Visit AAA.com/AAAVacations for full details.

Cruise the World with AAA

Whether you are a first-time cruiser or a veteran of the seas, planning a cruise is an exciting experience. And to make the process easier, our travel experts have the latest itineraries and pricing at their fingertips. Plus, we have an Online Cruise Booking Engine that lets you pick from thousands of incredible itineraries and hundreds of extraordinary ports of call. With the Online Cruise Booking Engine, you can view itineraries, compare pricing and even view pictures of the cabins and ships to make sure you find what you are looking for. Just log on to AAA.com

Disney® Travel Packages

AAA travel professionals are familiar with Disney's special offers and exclusive deals, and can guide you into the Disney vacation package of your dreams.

Special Member Benefits

As a AAA member, you receive special value-added benefits from our preferred partners including major cruise lines, tour companies and entertainment destinations. These percentage-off discounts or special AAA member-only travel benefits can provide substantial savings or added value on your next vacation experience.

Airline Tickets/Reservations

Whether it's in person, by phone, or on AAA.com, you can make all your air travel arrangements with AAA. Instead of searching multiple airlines to get their current rates, let us find you the flight that meets your schedule and budget. Since we have access to the latest pricing and scheduling of the airlines, we can find exactly what you are looking for.*

**service fee may apply.*

Hotel/Motel Reservations

AAA can find you the hotel that fulfills your needs. Plus, with our AAA Discount & Rewards® program, certain hotels and resorts guarantee AAA members the lowest rate available at the time of booking. Call toll-free for members—only discounts and reservations at AAA approved hotels 1-866-AAA-SAVE.

Hertz® Rental Car

AAA members are entitled to special discounts on rental cars from Hertz. Our travel counselors will make your car rental reservations for you along with your other travel plans. Hertz discounts are also available at AAA.com/Hertz or through Hertz using CDP code 238.

Hertz Gold Plus Rewards

As a AAA member, you can enjoy all the benefits of Hertz® Gold Plus Rewards membership for free. You'll receive exclusive AAA-only bonus points – enough for one free rental day after your first Gold rental. To enroll, simply go to AAA.com/Hertz and complete the membership application.

Passport Photo Service

Instant passport photo service is available at AAA Southern Pennsylvania offices during normal business hours. No appointments are necessary. Members will receive color photos which are valid for passports, visas and International Driving Permits.

Note: AAA Southern Pennsylvania Plus and AAA Premier Members may receive 2 free photo sets per year. Basic members pay a low fee.

Foreign Maps and Tour Guides

Informative AAA Foreign tour guides and maps make your travel abroad more enjoyable. There are guides for the Caribbean and Mexico, Europe maps, and city maps which are offered to members at reduced prices.

International Driving Permit

International Driving Permits (IDP) are internationally accepted documents that quickly identify you to foreign officials and expedite all matters pertaining to driving while you are overseas.

Travel Insurance

AAA Southern Pennsylvania offers optional trip cancellation, travel accident and hospitalization coverages. Before leaving on your trip check with your agent for the best coverage to protect your investment.

Note: AAA Plus and AAA Premier members receive \$300,000 in Travel Accident Insurance when they book through AAA Southern Pennsylvania Travel Agency. See pages 2-3 for more details.



Insurance Agency



Auto Insurance

As a AAA member, you could save up to 20% on your auto insurance. Our auto insurance offers the same quality protection you've come to expect from AAA - with loyalty discounts exclusively for members.

Homeowner's, Condo and Renter's Insurance

Life happens at home, and AAA understands the importance of protecting that special place. Our local agents will tailor protection to fit your needs.

Life Insurance

Trust AAA to protect your loved ones when you're no longer able to. You'll get the peace of mind and quality service you expect from AAA.

Recreational

AAA Southern Pennsylvania also has coverage available for motorcycles, ATVs, snowmobiles, boats, watercrafts, motor homes, travel trailers, and antique vehicles.

Business

Your local AAA agent can provide professional advice to help you determine which coverages are right for you, and which discounts are available. That way, you'll receive the protection you need and the savings that you deserve.

Pet

Pet insurance, offered through Healthy Paws Pet Insurance & Foundation, covers your pet from head to paw—for a lifetime. Our pet insurance plan pays on your actual veterinary bill and covers injuries, illnesses, emergencies, genetic conditions and much more.

Medicare Supplement

As a member, you have access to Medicare Supplement Insurance plans through Aon Retiree Health Exchange, one of the nation's leading advisory services in helping people navigate and understand Medicare. Go to AAA.com/MedicareSupplement for more details.

Accident Medical

The Accident Medical Plan reimburses covered medical expenses for care and treatment of an accidental bodily injury for members engaged in a wide variety of travel and sporting activities. Please visit AAA.com/AccidentMedical.

For more information about AAA Insurance, visit AAA.com/Insurance, call your local AAA insurance agent at 1-800-222-1469, or visit your local AAA office.

Financial Services

CDs, IRAs, Money Markets, and Online Savings

AAA partnered with Discover Bank to offer members preferred rates on Certificates of Deposit, as well as competitive rates on Money Market accounts, IRAs and Online Savings accounts.

- No minimum deposit to open Money Market, CD, or IRA CD accounts
- Low minimum deposit to open Online Savings Accounts
- Online Savings Accounts earn over 5X the National Savings Average
- 24/7 U.S.-based customer service
- Easy account management
- FDIC insured to the maximum allowed by law

Foreign Currency

AAA offers foreign currency in more than 80 denominations or on a reloadable prepaid card with up to six currencies. Purchase in advance at competitive exchange rates and travel with confidence. Order at your local AAA office or AAA.com/foreigncurrency.

AAA Visa® Gift Card

Perfect for any occasion, the AAA Visa® Gift Card puts a world of shopping possibilities in the hands of the gift recipient. Choose any amount you want to give between \$10 and \$500.

MemberPay Visa® Prepaid Card

AAA MemberPay is a reloadable safe payment solution for travel budgeting and expenses, as well as online transactions, and is chip-enabled for increased security. Use at any Visa merchants that accept debit cards and Visa ATMs to withdraw your travel funds when and where you need them. With Visa's Zero Liability policy, you pay \$0 for unauthorized transactions. Convenient cash access through fee-free MoneyPass ATM network and multiple reload methods including a mobile app.

Identity Theft Protection

Take control with ProtectMyID® from AAA, fueled by Experian®—a global leader in identity security. Regularly checking your credit report is a great first step toward monitoring your identity. AAA members can enroll in free identity theft monitoring with ProtectMyID® Essential, which provides daily credit monitoring, fraud resolution support and lost wallet assistance.



Additional Benefits and Services

AAA Club Publication

Explore Your AAA is published exclusively for AAA Members. Included as part of your AAA membership, this colorful, informative publication is sent directly to your home six times a year to help keep you up to date on benefits, services and other opportunities available to you as a member. Additionally, you will enjoy colorful photography and entertaining

features on travel, dining, shopping, and much more.



AAA.com and AAA Mobile App

Find member benefits, locate discounts, book travel, get an insurance quote, and manage your membership online at AAA.com, or via the AAA Mobile App (available for download in iTunes or Google Play app stores).

\$1,000 Auto Theft Reward Protection

AAA will pay a reward to anyone providing information leading to the arrest and conviction of anyone who steals or vandalizes your car. Payment of the reward is to anyone other than law enforcement officers engaged in the normal performance of duty, the owners of the vehicle or to a member of the immediate family.

Note: A reward of \$2,000 will be presented on behalf of AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV members.

License & Title Service

AAA Southern Pennsylvania offices can assist you with title and tag, registrations, change of address and additional license and title needs.

Safety and Traffic Services

AAA Southern Pennsylvania supports hundreds of safety patrol participants; high school driver education; truck, school bus and motorcycle safety programs; traffic and research engineering programs and more.

Driver Improvement Program

AAA Driver Improvement courses are geared toward those who wish to improve their knowledge and understanding of driving, as well as seniors, considered "mature operators," who might need a refresher course on driving laws and information.

Driver Improvement courses are two-day, four-hour sessions taught by a certified instructor. There are no written exams or on-road driving tests. After completing the course, students will receive a certificate of completion for insurance or job requirement purposes. Some insurance companies will offer an insurance discount upon completion of the class; for more details, contact your insurance agent.

E-ZPass

AAA Southern Pennsylvania has partnered with the Pennsylvania Turnpike Commission to sell E-ZPass transponders.

Automotive



Approved Auto Repair Program

AAA's Approved Auto Repair Program (AAR) helps members find quality auto repair facilities. Facilities approved by AAA have met stringent requirements in the areas of customer service, facility appearance, staff qualifications and training and equipment. Approved facilities guarantee effectiveness of repairs, parts, labor or components for 24 months or 24,000 miles, whichever comes first. And don't forget that many of these same facilities participate in the AAA Discount & Rewards[®] program. Visit AAA.com for complete details.

Auto Buying

Choose the car you want, and then get your upfront protected price for that vehicle. Also, be able to compare your price against what others have paid for the exact same vehicle according to Kelley Blue Book and other industry sources. The program is easy to use.

- Simply visit AAA.com/autobuying
- Build your new car based on your preferences
- See your guaranteed upfront price
- Select from a list of Certified Dealers
- Contact the AAA dealer representative to schedule a test drive and discuss availability of car and option
- Visit the dealer to buy your new car

AAA Member Discounts

Save money when you show your AAA card at thousands of participating businesses at home and around the world. Look for the AAA Discounts & Rewards® sign, or visit AAA.com/discounts for a complete list of participating businesses and discount details.

Hertz®

Hertz®

Save on daily, weekend, weekly and monthly rentals with discounts and benefits plus promotional offers.

AAA.com/hertz or 1-800-654-3080



Penske Truck Rental

AAA members can save 12% on truck rentals and enjoy free unlimited miles on one-way rentals.

Find out how much you can save at PenskeTruckRental.com

or call 1-877-AAA-7924 (222-7924).

Vision Savings

Use your AAA card to get exclusive deals for all your eyewear needs at LensCrafters. Save everyday on purchases for lenses and non-prescription sunglasses, and on eye exams at participating locations. Visit AAA.com/LensCrafters for full details.

Dining Discounts

Dine out for less with AAA member discounts at Hard Rock Cafe®, Bubba Gump Shrimp Co.®, The Oceanaire Seafood Room®, Rainforest Cafe®, and more!



Automotive & Transportation

Put a little extra green in your pocket with exclusive member discounts on Hertz, Dollar and Thrifty car rentals, Penske Truck Rentals, Shell Fuel Rewards, NAPA Auto Parts, and at many AAA Approved Auto Repair shops.

Attractions & Entertainment

Save on big fun at all your favorite attractions, movie theaters, and theme parks, including Hersheypark, Six Flags, National Aquarium, Universal Orlando Resort, and more, by purchasing discounted tickets at your local AAA office. Visit AAA.com/Tickets, call 1-800-222-1469, or stop by your local AAA office to get a complete list of discounted tickets

Home & Business

Whether you're shopping for a computer for your college grad, need some postcards printed for your business, or even need a little extra storage or help with your next move, use your AAA card to receive great savings from places like Dell, HP.com, The UPS Store, Penske Truck Rentals, SpareFoot Storage, Atlas Van Lines, and more!

Travel

AAA members can take advantage of every day savings at leading hotels, like Best Western, Hilton Worldwide, Hyatt Hotels & Resorts, Marriott Hotels & Resorts, and Starwood Hotels & Resorts, reserved airport parking with The Parking Spot, car rentals from Hertz, Dollar and Thrifty, and more!

Luggage Store

Whether your travels take you by sea, air, road, or rail, stop by the AAA Luggage Store before you go. Conveniently located at your local AAA branch office, the AAA Luggage Store features top brands in luggage, duffel bags, rolling backpacks, and totes of all sizes and styles. You can also shop merchandise specifically for "kids on the go," and a variety of travel accessories. Plus, members receive a special discount off already low prices.

**Check out AAA.com/Discounts
for thousands of places to save.**

Offers subject to change without notice. Some restrictions apply.
Visit AAA.com/restrictions for details.

Roadside Assistance

Who Provides Service

Roadside Assistance is performed by independent service facilities, which are not employed by AAA. AAA has attempted to secure reliable, competent facilities to service the needs of its members. However, AAA cannot be responsible for the negligence, misfeasance, non-performance, or any other act performed by the service facilities or their employees who are independent contractors and at no time are to be considered agents of AAA. The Club will assist by mediating unresolved issues.

We select independent service facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and equipment to make repairs. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Southern Pennsylvania will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Southern Pennsylvania will assist you in obtaining, at your expense, lodging or alternative transportation.

Who is Covered

AAA membership covers you, the member, not your vehicle. Service will not be provided to a non-member even if he or she is in possession of and driving a member's car. After 72 hours of becoming a new AAA member, your Roadside Assistance privileges are activated. At this time, you will be able to obtain Roadside Assistance for any eligible vehicle that you are driving or riding in at the time of disablement.





Eligible Vehicles

Service applies to all four-wheeled motor vehicles of the passenger, pleasure or recreational type vans, campers and motor homes regardless of license plate designation, if those services can be safely rendered. Emergency Road Services will be provided to eligible vehicles that were in operation immediately prior to disablement. Dual wheel campers/motor homes are eligible for all services except towing, extrication/wincing and tire service, unless the member has AAA Plus RV or AAA Premier RV coverage. Dual wheel unloaded pickup trucks are eligible for all services except tire service. Rented passenger vehicles and commercial vehicles are eligible for service with the exception of taxi cabs and limousines. When providing road service to a vehicle that has been customized, and special equipment is required to provide the service, the member is responsible for any charges for the special equipment to be paid to the driver at the time of service.

TIRE SERVICE	BATTERY SERVICE	FUEL DELIVERY	TOWING SERVICE	LOCKOUT SERVICE	EXTRICATION WINCHING
X	X	X	X	X	X
X	X	X	X	X	X
X	X	X	X	X	X
X	X	X	X	X	X
X	X	X	X	X	X

FOUR WHEELED MOTORIZED VEHICLES

Automobiles/Mini vans/
SUVS (including Rental
Vehicles)
Motorized Campers/
Motor Homes/RVs
Pickups (Unloaded)
Vans (Unloaded)
Commercial (Except for
Taxi Cabs and Limos)

TIRE SERVICE	BATTERY SERVICE	FUEL DELIVERY	TOWING SERVICE	LOCKOUT SERVICE	EXTRICATION WINCHING
N/A	X	X	X	X	X
N/A	X	X	N/A	X	N/A

DUAL WHEELED MOTORIZED VEHICLES

Pickups (Unloaded)
Motorized Campers/
Motor Homes/RVs

AAA Plus RV and AAA Premier RV extend present ERS and AAA Plus/Premier benefits to include motorhomes, pickup trucks with campers, travel trailers, motorcycles and fifth-wheel travel trailers.



Roadside Services

Mechanical Adjustments

Minor/temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power. Cost of parts or materials is at the owner's expense. If the car cannot be started, towing service will be provided.

Battery Boost

A battery boost will be provided in an attempt to start your vehicle.

Battery Replacement Service

In selected areas, when a AAA member calls for assistance or submits a request online and the problem is believed to be battery-related, a mobile battery replacement vehicle may be dispatched. A trained specialist will test the battery and the vehicle charging system. If the battery needs to be replaced, the member can request to purchase one, and the specialist will install one on the spot for most cars.

Tire Service

If your vehicle's spare is inflated and serviceable, it will be installed to replace a flat tire. If no inflated spare or serviceable tire is available, the vehicle will be towed. It is not recommended to use spare tires with excessive rust around the wheel-mounting surface.

Extrication and Winching Service

Your vehicle will be extricated/winched when it can be safely reached from a state or locally maintained road or established thoroughfare by a service vehicle. If additional help is needed, you may opt to pay for additional services, and the contractor may utilize additional persons or equipment (where available) that are needed to free your vehicle.

Service does not include or extend to:

- Snowbound vehicle recovery. (Service providers are not required to shovel snow, mud, dirt, or sand to clear obstructed roadways or driveways; or enter areas unsuitable for vehicular traffic.)
- Recovery of vehicles which are driven off regularly traveled roads, such as on beaches, vacant lots, playgrounds, creek beds, open fields, boat ramps, or forest.

Note: AAA Plus, AAA Plus RV, AAA Premier & AAA Premier RV provide coverage to include the delivery of services by a second truck & operator for one (1) hour at the scene.

Towing Services

When your vehicle cannot be safely driven after attempting any of the listed roadside services, unless prohibited by law, your vehicle will be towed one time per disablement at no charge to your choice of one of the following:

- To the Roadside Assistance facility rendering the service.
- To a maximum of three (3) miles in any direction from the point of disablement.

If the vehicle requires towing, the member or designated agent may be required to accompany the tow driver to the tow destination. We reserve the right to refuse a tow from a repair facility.

Charges for service that exceed the benefits listed will be at the prevailing hourly or mileage rate of the region where service is provided. Additional miles are payable by the member to the responding facility.

Note: AAA Plus and AAA Plus RV provides up to 100 miles of free towing in any direction from the point of disablement to the destination of your choice. AAA Premier Members and AAA Premier RV are entitled to one (1) 200-mile tow per household in a membership year. The remaining eligible service calls can be for tows of up to 100 miles from the point of disablement.

Accident Towing

Service will be provided in accordance with AAA Southern Pennsylvania Towing Service. To avoid any delay of covered services when there are any injuries, property damage or non-drivable vehicle, please report your incident to the appropriate authorities prior to calling AAA. For liability purposes, the Roadside Assistance provider will require a police officer or an incident report to be present prior to them servicing and/or towing a vehicle from an accident scene when there are any injuries or property damage.

Lockout Service

If your keys are locked inside the vehicle, service will be sent to gain entrance.

If the key that operates or provides access to the passenger compartment of the vehicle is lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 or reimbursement for commercial locksmith service up to \$50 will be provided. In cases where the vehicle cannot be made operable, towing services will be provided in accordance with AAA Southern Pennsylvania towing provision.

Note: AAA Plus, AAA Plus RV, AAA Premier & AAA Premier RV provide added coverage or reimbursement up to \$100 in parts & labor for locksmith service, if such service is required to unlock your vehicle or make it operable.

Fuel Delivery

A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station. Specific brands or octane rating cannot be promised. You will be charged the current pump price for the fuel.

Note: AAA Plus, AAA Plus RV, AAA Premier & AAA Premier RV provide, at no additional cost, a sufficient amount of fuel to enable you to reach the nearest service station.

Bicycle Coverage

Bicycle roadside assistance service is included in all levels of AAA membership within AAA Southern Pennsylvania territory – at no extra cost. Roadside assistance does not include repair. AAA will transport a bicyclist, bicycle and any accompanying minors due to bicycle disablement to a safe location, bicycle repair facility, or home (this benefit follows the same entitlements under roadside services and may not be used for such things as rider fatigue or physical inability to continue riding). Cyclists must remain with their bicycles. If AAA cannot accommodate all passengers, we will assist members in obtaining alternate transportation at their own expense. Please refer to AAA.com/Bicycle for more details.

Weather Emergencies

Although AAA offers 24 hour coast-to-coast service, it cannot guarantee timely service under all conditions and circumstances, or at high demand period when Club and Roadside Assistance facilities are over-taxed. Delays are sometimes unavoidable. During severe and extended storm periods when all available garages and manpower are required to aid members whose cars are disabled on streets and highways, the Club reserves the right to suspend or defer service to members whose cars are in a place of safety, such as storage, parking lots, or in a member's own driveway or garage.

Allowable Service Calls

Any member requiring more than four (4) Roadside Assistance calls in a membership year will be charged for the fifth and each call thereafter by the facility rendering the service or billed by the Club. Also, no reimbursements will be made when the four-call limit is exceeded. In fairness to all AAA members, AAA Southern Pennsylvania cannot provide service repeatedly on an automobile. In the best interest of our members, the activity of roadside assistance is monitored to ensure a reasonably priced membership. A membership used three (3) or more times a year within three consecutive years for road service is defined as an excessive roadside assistance user and will be reviewed by Club Management. AAA Southern Pennsylvania reserves the right to deny renewal of membership or cancel a membership at any time.

Alternate Service

If you have followed the procedure outlined to obtain Roadside Assistance and AAA service is not available, or AAA contractor access is restricted (toll roads, limited access highways), the club will provide reimbursement for covered services at the prevailing commercial rate for the region. Reimbursement on restricted access roads may be limited to the cost of towing the vehicle to the nearest exit or responding garage, at the member's discretion.

If AAA service was available but not requested, reimbursement may be limited to the amount the club would normally have paid for the covered service. Reimbursement of tow expense covered by insurance is not eligible.

You must request and submit a reimbursement form and the original paid receipt within thirty (30) days of service for consideration. The club may adjust or deny reimbursement for service provided by individuals or companies not normally engaged in providing Roadside Assistance. Alternate Service Reimbursement Consideration forms may be obtained by calling your local AAA Southern Pennsylvania office or contacting us online at www.AAA.com.



Emergency Repair Check Acceptance

Your personal check, credit/debit card will be accepted by any independent contract facility for payment of emergency road services or repairs for AAA members for up to \$250.00. A valid membership card and identification must be presented at the time of payment. Name on the check, credit/debit card must match the member's name.

Trip Interruption

Should you have a disabling collision 100 miles or more away from home, AAA will reimburse you up to \$200 for unexpected expenses. Should a disabling collision delay your trip 24 hours or more, your reimbursement will include one of the following: meals and lodging; car rental; or commercial transportation.

The benefit applies to expenses incurred in the continental United States, Canada and Mexico up to a maximum of 3 days (72 hours) from the time of accident. Claim forms, which can be obtained at any AAA Southern Pennsylvania office, must be submitted within 60 days of the loss.

Original itemized receipts, a copy of the police report, and a paid receipt for auto repair or insurance carrier document stating vehicle is totaled should be submitted with the claim form for reimbursement consideration.

AAA Plus and AAA Plus RV members are reimbursed up to \$700 for covered expenses. AAA Premier and AAA Premier RV members are reimbursed up to \$1,500 for covered expenses.

How to Obtain Service

By Phone – Please call 800/AAA-HELP (222-4357). This information is printed on your membership card.

By Internet – Members can also request Roadside Assistance at AAA.com/Roadside.

AAA App – Request Roadside Assistance on the AAA mobile app, available for iPhones, iPads and Android devices. Download from the App Store or get it on Google Play.





When You Call

When calling for Roadside Assistance, please have the following information ready:

1. Your membership number.*
2. Your club name (AAA Southern Pennsylvania).*
3. Your club code number (238).*
4. Specific location of your disabled vehicle (know the cross streets near your vehicle).
5. A description of your vehicle (make, model, year, color, wheel drive).
6. The nature of the problem.
7. The telephone number from which you're calling.

*Listed on the front of your membership card.

Once a road service request is placed, it is important to be present at your vehicle to avoid missing your service call. You will need to have your membership card and photo id available at the time of service as well.

Note: Roadside Assistance guidelines are subject to change without notice. When your vehicle cannot be made operable upon providing the services listed in this brochure, AAA Southern Pennsylvania will assist you in finding the nearest open place of repair. If a repair facility cannot be located, AAA Southern Pennsylvania will assist you in obtaining lodging or alternative transportation or alternative transportation at your expense.

Service Comments

It is our goal to provide you with the highest level of Roadside Assistance available. Service may vary from club to club, but at no time will service to AAA affiliated club members throughout the United States, and Canada be less than quality standards required by National AAA.

Help us maintain these high standards of Roadside Assistance. Any comments you may have will enable us to continually improve our services. Please address your comments to:

**AAA Southern Pennsylvania
Attn: Automotive Services
2840 Eastern Boulevard, York, PA 17402**

Calls made to or received from AAA may be recorded for quality control and training purposes.

Privacy Policy

AAA Southern Pennsylvania respects and protects the privacy of the individuals who obtain services from us. This privacy notice outlines how we handle information we learn about you.

What Information Do We Collect?

We collect nonpublic personal information about you from the following sources: information we receive from you on applications or other forms, such as your name, address and social security number; information about your transactions with us or others, including a record of goods and services you have purchased from us and data that is collected when your membership card is swiped by a merchant participating in a joint marketing agreement with AAA; information we may purchase from third parties, such as demographic information; and information you provide when using our website.

AAA Southern Pennsylvania uses the collected nonpublic personal information for the purpose of providing personalized services to you, which includes communicating separately with you and providing you with additional information about the products and services that you have purchased from us or that we may offer.

With Whom Does AAA Southern Pennsylvania Share Information?

We DO NOT SELL the information described to anyone. However, we may share the information described above within the AAA Southern Pennsylvania family of companies. This includes our Motor Club, Travel Agency and Insurance Agency.

Furthermore, we may disclose the information we collect, as described above, to companies and business partners who assist us in making certain products and services available to our members as benefits of their membership, or to companies that perform marketing services on our behalf.

We may also disclose nonpublic personal information about you to nonaffiliated third parties as permitted by law. Further, we will disclose personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to (a) conform to the edicts of the law or comply with legal process served upon us; (b) protect and defend the rights of AAA Southern Pennsylvania; or (c) act in urgent circumstances to protect the personal safety of our members or the public.

Opt Out

While we are permitted by law to disclose the information collected within the AAA family and to non-affiliated parties with whom we have joint marketing agreements, we respect your privacy. If you prefer that we not disclose nonpublic personal information about you to non-affiliated third parties, you may opt out of those disclosures. In other words, you may direct us not to make those disclosures, other than those required by law. If you wish to opt out of disclosures to non-affiliated third parties, you may contact us at 1-800-222-1469.

To opt out when using your AAA membership card for discounts at participating merchants, simply ask the merchant not to swipe your card.

Security

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

Contact Us!
Member Services
1-800-222-1469

Roadside Assistance
1-800-AAA-HELP

AAA Southern Pennsylvania Stores

Bedford

9613 Lincoln Highway • Bedford, PA 15522
Member Services (814) 623-5196
Travel Agency (814) 623-5197
Insurance Agency (814) 623-2105
M,T,TH,F 9am-5pm WED. 9am-7pm SAT. 9am-Noon

Chambersburg

1666 Lincoln Way East Shopping Center
Chambersburg, PA 17202
Member Services (717) 264-4191
Travel Agency (717) 264-5251
Insurance Agency (717) 267-3734
M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

Hanover

Clearview Shopping Center 1000 Carlisle St. • Hanover, PA 17331
Member Services (717) 637-2400
Travel Agency (717) 637-7878
Insurance Agency (717) 637-0670
M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

Johnstown

The Galleria • 500 Galleria Dr. • Johnstown, PA 15904
Member Services (814) 269-3641
Travel Agency (814) 269-4246
Insurance Agency (814) 269-4674
M,T,TH,F 10am-6pm WED. 10am-8pm SAT. 10am-2pm

Lock Haven

12 Oriole Rd. • Lock Haven, PA 17745
Member Services (570) 748-2405
Travel Agency (570) 748-5115
Insurance Agency (570) 748-0890
M-F 9am - 5pm

Shrewsbury

Shrewsbury Square Shopping Center
14625 Mt. Airy Rd. • Shrewsbury, PA 17361
Insurance Agency (717) 235-7618
M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

State College

200 Shiloh Rd. • State College, PA 16801
Member Services (814) 237-0305
Travel Agency (814) 237-2701
Insurance Agency (814) 237-0344
M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm

York

2840 Eastern Blvd. • York, PA 17402
Member Services, Travel Agency, Insurance Agency (717) 600-8700
M,T,TH,F 9am-6pm WED. 9am-8pm SAT. 9am-2pm