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## Roadside Assistance

Available 24 hours a day, everyday, throughout the United States and Canada. Simply call the roadside assistance number printed on your membership card and help will be on its way.

### Coverage Includes

- **Battery Service** - When your vehicle experiences battery failure we will provide a jump-start.
- **Flat Tire Assistance** - If your vehicle has an inflated spare tire it will be installed to replace a flat tire. If your vehicle has two or more flat tires or you do not have an inflated spare the vehicle will be towed in accordance with the towing provisions.
- **Vehicle Fluid Delivery** - Provides for the delivery of fuel or other fluids needed at the disablement site. Specific brands or octane ratings cannot be promised. (Does not cover the cost of fluid.)
- **Mechanical Adjustments** - Minor adjustments will be made, at the disablement site, in an attempt to allow your vehicle to operate safely under its own power.
- **Lock-Out Service** - When you lock your keys in your vehicle, service will be sent to gain entry into your vehicle. (Does not cover costs to reproduce keys.)
- **Extricating / Winching** - Your vehicle will be extricated / winched when it can be reached from a normally traveled or established thoroughfare.
- **Towing** - When your vehicle is disabled, we will arrange to have it towed to the nearest service facility.

When you call for assistance, be prepared to provide the following information.

- Your membership number.
- Location of disabled vehicle or lockout (city, state, and closest intersection or landmark.)
- Year, make, model and color of the vehicle.
- License number and state of registration.
- Type of service needed: tow, tire change, battery boost, locksmith, etc.
- Phone number you are calling from.



BEYOND ROADSIDE ASSISTANCE

www.theAutoClub.com



<i>Auto</i>			<i>Motorcycle</i>		<i>RV / Travel Trailer</i>	
	Classic	Advantage	Classic	Advantage	Classic	Advantage
	Provides \$50 Sign & Drive Benefit Per Occurrence	<b>Provides Unlimited Sign and Drive Benefit Per Occurrence</b>	Provides \$50 Sign & Drive Benefit Per Occurrence	<b>Provides Unlimited Sign and Drive Benefit Per Occurrence</b>	Provides \$50 Sign & Drive Benefit Per Occurrence	<b>Provides Unlimited Sign and Drive Benefit Per Occurrence</b>
			All motorcycle plans provide roadside assistance coverage for a vehicle (not commercial) transporting the motorcycle.		All RV plans include members automobiles.	
• 24 Hour Towing	\$50	<b>Unlimited</b>	\$200	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Battery Service	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Flat Tire Assistance	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Fluid Delivery	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Mechanical Adjustments	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Lock Out Service	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• Extricating / Winching	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>	\$50	<b>Unlimited</b>
• 24 Hour VIP Services	-	-	-	-	-	-
• Emergency Travel Cash	-	-	-	-	-	-
• Accident Trip Interruption	-	<b>\$1,000</b>	-	<b>\$1,000</b>	-	<b>\$1,000</b>
• Stolen Vehicle Trip Interruption	-	<b>\$1,000</b>	-	<b>\$1,000</b>	-	<b>\$1,000</b>
• Customized Trip Routing	-	-	-	-	-	-
• Travel Discounts	-	-	-	-	-	-
• New and Used Car Buying Services	-	-	-	-	-	-
• Automotive Services Discounts	-	-	-	-	-	-
• Accident Repair Services	-	-	-	-	-	-
<b>Optional Road Hazard</b>						
• Tire Repair	\$20	<b>\$20</b>	\$20	<b>\$20</b>	\$30	<b>\$30</b>
• Tire Replacement	\$150	<b>\$350</b>	\$150	<b>\$350</b>	\$200	<b>\$500</b>
• Wheel Replacement	-	<b>\$350</b>	-	<b>\$350</b>	-	<b>\$500</b>
• Maximum Benefit for Membership Term	\$600	<b>\$1,400</b>	\$600	<b>\$1,400</b>	\$800	<b>\$2,000</b>



Please carry your membership card with you. You will be asked to present your card to the service provider before you receive service.

Please cancel your request for service immediately if it is no longer needed.

If we cannot assure timely dispatch of emergency service, or if service is unavailable, you have the option of using your own service provider, after receiving approval from us, and we will reimburse you per your coverage.

For reimbursement, send your original itemized receipt, membership number, name, address, and description of emergency service to: The Auto Club, c/o Customer Care, 7300 Corporate Center Drive, Suite 601, Miami, FL 33126. Claim must be presented within 30 days.

**Eligible Vehicles** - Motor driven vehicles designed, licensed and used for private on road transportation.

The purpose of the roadside assistance benefit is to provide service in emergency situations. Excessive use of services is cause for non-renewal or cancellation of membership. Service is limited to one call per disablement. Only one disablement during any consecutive seven (7) day period will be covered.

**An emergency situation does not include:**

1. All parts, labor, and supplies provided while at an auto repair shop or service station, or towing to another location.
2. Service for taxi cabs, tractors, boats, commercial vehicles, unlicensed vehicles, illegally parked or impounded vehicles, or any vehicle in tow.
3. Any and all taxes, fines, or ambulance charges.
4. Rental of towing equipment.
5. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law, or towing by other than a licensed service station or garage.

6. Installation or removal of snow tires, repairs to studs, mounting and dismounting of snow chains.
7. Repeated service calls for a vehicle in need of routine maintenance or repair.
8. Shoveling snow from around a vehicle.
9. Vehicle storage charges, cost of parts and installation of products, materials, impounding, and additional labor relating to towing.

Benefits are not applicable if disablement is due to an act of God, war, insurrection, riot, etc. During extreme weather conditions, there may be some delay before help can reach you. Vehicle must be accessible from a normally traveled roadway.

**NOTE:** Since our service providers are independent contractors and are not agents or employees of your auto club, we can assume no liability for any damage to a member's vehicle resulting from the rendering of service or for personal items left in the vehicle.

**24 Hour VIP Services**

When you experience a breakdown or similar roadside emergency, in addition to dispatching help, your auto club will also include the following:

- All VIP services are available, in conjunction with a roadside emergency, 24 hours a day, 365 days a year, no matter where you may be, within the United States or Canada.
- Airline Reservations and Ticketing. Representatives will arrange to make or change airline reservations in case of a delay associated with a breakdown.
- Alternate Transportation. National accounts with major rental car agencies through which we will arrange a rental vehicle for you.
- Hotel/Motel Reservations. Representatives will arrange overnight accommodations for a stranded customer at the hotel of your choice, or change existing reservations as needed due to delays. The advisor consults a thorough, up-to-date manual to locate appropriate accommodations.



- Tourist Bureaus. We have compiled listings and phone numbers of tourist bureaus nationwide, and will transfer callers to the bureau in the area of choice to receive a wide range of information regarding that area.
- Nationwide ATM Locator System. We will locate the nearest ATM using your specific network system (Star, Plus, Cirrus, etc.) according to an area code and prefix.
- Personal Assistant. A representative will call your spouse to inform him or her of the delay, call a business associate to cancel a meeting, or take care of any other necessary detail to help ease the strain of a breakdown.

You will be responsible for payment of any services arranged - (i.e. the cost of the hotel, rental car, etc.) directly to the provider of the service. If you are entitled to receive reimbursement through your Trip Interruption benefits then you must follow those procedures. See Trip Interruption details in this directory.

### **Accident Repair and 100% Warranty**

When you have an accident, storm damage or scratches - whether insured or not - and you are concerned over the expense and quality of repairs, call the club experts for help. A members' service representative will supervise the repair process for you, evaluate the damage, negotiate the price with the repair shop and troubleshoot problems or difficulties.

Your auto club has the finest network of repair facilities in the United States. You will receive first rate service, year in and year out, at the lowest possible rates because of our high volume. In addition, all facilities are monitored through field inspection, member satisfaction surveys and feedback from service representatives. This assures you of a quality-driven repair system.

For assistance with accident repairs – no matter where you are – as a member you can call your club for help.

### **Nationwide Discounts on Everyday Maintenance & Services**

Members save on tires, brake services, glass replacement, wheel alignment, transmission service, and more.

#### **Discounts usually 10% or more. Our network includes:**

- All Tune & Lube
- B.P. Procare
- The Brake Shop
- Doctor Vinyl
- Indy Lube
- Jiffy Lube
- MAACO Auto Painting
- Meineke Muffler
- Motor Works
- Safelite Auto Glass
- Penske Service Centers
- Tilden For Brakes
- Transmission USA
- Winston Tires
- And 1,000's of other service facilities around the country.

For a location of the nearest national or local chain, consult your telephone directory. You must show your membership card at the time of service.

### **New and Used Car Buying Services**

Our members enjoy the car buying process! That's because we make it simple. With one phone call we will locate and price virtually any new or used vehicle. Because of our buying power you get pre-negotiated pricing with no hassles. Simply call the toll free number on your membership card and let us do the work for you!

### **Emergency Travel Cash**

Provides for service when a member has an emergency while traveling 100 miles, or more, from home and requires emergency cash. Simply call the club and we will make the necessary arrangements to have up to \$200.00 charged to your credit card and wired to you.



### **\$1,000 Trip Interruption / Accident**

When your vehicle is disabled as a result of an accident (not mechanical failure), 100 or more miles from home we will reimburse you for one of the following options:

1. Local lodging and meals in the vicinity of the service facility repairing your vehicle.
2. Transportation to your destination or back home by rental car (drop off charges, fuel and insurance charges not included) or by commercial transportation (airplane, bus or train).

Reimbursement is up to \$1,000, per membership, for covered items that occur within 72 hours of the accident.

You must file a written police report and obtain itemized and receipted bills for your expenses. Upon returning home, contact us for claim processing information. Your claim for reimbursement must be filed within 90 days from the date of the accident. Approved claims will be paid directly to you.

### **\$1,000 Trip Interruption / Stolen Auto**

When your vehicle is stolen while you are 100 miles or more away from home we will reimburse you for transportation to your destination or back home. Drop off charges, fuel and insurance associated with car rentals are not included. Reimbursement is up to \$1,000, per membership, for covered expenses within 72 hours of the theft as reported to police.

To obtain reimbursement you must furnish an original commercial transportation expense receipt, a copy of the original police report within 90 days of vehicle being stolen. Please contact us for claims processing information.

### **Travel Discounts**

- America's Premier Hotel Savings Program - Save as much as 50% at over 2,100 hotels, inns, and resorts in the United States, Canada, Mexico, the Caribbean and Europe. Save at well known hotels like Marriott, Hyatt, Holiday Inn, Comfort Inn, Ramada Inn, Omni and Radisson hotels. In addition to the discounted room you can save up to 25% on your food bill at participating restaurants.

Hotel directories are dated materials and are available at your request. Complete the request form enclosed with your membership materials or call our office at 1.800.262.7262 (Monday - Friday 8 a.m. – 6 p.m. EST). Hotel directories are always included with your maps when you order a personalized trip planner. Use the directory when making your hotel reservations and **SAVE!**

- Car Rental Discounts available through Hertz, Avis and National Car Rental. Car rental discount coupons are provided with your membership materials. Your membership card also has the car rental company phone numbers and discount codes printed on it.

### **Personalized Trip Routing**

You will be the best-prepared traveler on the road, and with good reason. We will customize a travel plan based upon your specific needs. We will map the most direct or scenic route, based on your request, and provide detailed maps, points of interest and a list of hotels along your route that will provide you UP TO 50% savings.

You can order your trip planner by using one of the following methods:

1. Complete the request card enclosed with your membership materials and drop it in the mail, or fax it to 305.392.4402.
2. Call our office at 1.800.262.7262 (Monday - Friday 8 a.m. – 6 p.m. EST).
3. E-mail your request to [triprouting@theautoclub.com](mailto:triprouting@theautoclub.com).

### **When ordering be prepared to provide the following:**

- Name
- Address
- City, State and Zip
- Membership number
- Date of departure
- Routing method – direct, scenic or both
- Origin city and state
- Destination city and state
- Cities that you wish to be routed through

**Please allow 2– 3 weeks for delivery.**



## Road Hazard Protection

When you encounter the unexpected hazards of the road you will be protected. Simply call your auto club to receive authorization before repairs or replacement are performed. You can contact the club for authorization and reimbursement information during normal business hours Monday through Friday 8:00AM to 9:00 PM (CST).

Road Hazard is defined as: Objects and road conditions such as potholes, rocks, wood debris, metal parts, plastic or composition scraps, or any item causing tire damage other than normal wear and tear.

The coverage provides for the following up to the maximum per occurrence benefit; Provides for the reimbursement of a tire repair that occurs due to a road hazard; and if the tire is non-repairable and has more than 3/32nds of tread depth remaining, it will be replaced with a comparable new tire (includes balancing & mounting).

**Transfer Option:** The contract is transferable to a subsequent owner of the covered vehicle for a \$25.00 fee. Contract holders must request a transfer form from the Club.

**Exclusions:** Coverage does not provide for the following: Tires with less than 3/32nd tread remaining. Replacement covered by a manufacturer or other warranty. Replacement exceeding the manufacturer's vehicle specifications. Damage caused by negligence, abuse, misuse, collision, curb impact, valve or rim leaks, improper inflation, tire chains, racing, off-road use, vandalism, fire or theft. Any consequential damage.

**Claims Processing:** All claims must be pre-authorized. Simply contact the club for your authorization number and claim form and do the following; Repair may be performed at a commercial repair facility of the contract holders choice. Keep the original receipt containing the date of repair, commercial repair facilities pre-printed name, address, and telephone number. Receipts must also include the covered vehicles year, make, model, VIN number, and odometer reading. Complete the claim form.

**Send the receipt and completed claim form to:**

The Auto Club • C/O Customer Care  
7300 Corporate Center Drive, Suite 601 • Miami, FL 33126

Requests will be processed within 20 working days of claim receipt. Claim must be submitted within 30 days of occurrence.

## Membership Terms and Conditions

1. Member Terms. Your membership, is effective for the prepaid period following the date of sale. (Term)
2. Renewal Membership. Your membership will be renewed automatically, at the end of each Term, unless you notify us that you wish to terminate. Upon renewal, your credit card, or other pre-selected billing option will be billed the then-effective Membership Fee and the billing will appear on your credit card or billing option statement. We may terminate your membership at any time upon written notice and a refund of your current prorated Membership Fee.
3. Use of Membership. Your membership is non-transferable. You agree that only you and your "spouse" or "immediate family" if enrolled, may use the membership. You will promptly notify us if you become aware of any unauthorized use of your membership card or membership number, or if your membership card is lost or stolen.
4. Disclaimer of Liability. (a) We are not the merchants, vendors, suppliers, or providers of all the benefits. You agree that we are not responsible for any of the benefits provided by participating providers and, in the event that you have any claims relating to any of these benefits, you will make each claim against the provider of the benefit in question. WE MAKE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO ANY OF THE MEMBERSHIP BENEFITS OR RELATED INFORMATION PROVIDED TO YOU. OUR LIABILITY SHALL NOT EXCEED YOUR CURRENT MEMBERSHIP FEE AND, UNDER NO CIRCUMSTANCES, SHALL WE BE LIABLE FOR YOUR INCIDENTAL OR CONSEQUENTIAL DAMAGES. (b) We reserve the right to eliminate, add, and change participating providers without notice. (c) We assume no responsibility for the payment of or contribution to any use or sales tax on the benefits which may be imposed by federal or state taxing authorities and such taxes, to the extent imposed, shall remain the sole responsibility of you or the provider of the benefits, as the case may be.
5. Entire Agreement. This agreement contains all the terms of the membership and no representations, inducement, promises, or agreements concerning the membership not included in this agreement shall be effective or enforceable. If any of the terms of this agreement shall become invalid or unenforceable, the remaining terms shall not be affected.
6. Termination of membership. You may terminate your membership at any time by notifying us in writing at 106 East 6th Street, Suite 900, Austin, Texas 78701 or by calling 1.866.24RESCUE (Monday - Friday during the hours of 8 a.m. - 8 p.m. CST) during the Term. Upon termination you will receive a refund of the unused membership fee. All refunds will be made through a credit to your credit card or optional billing account which will appear on your statement. Any fees or charges other than the membership fee will be your responsibility.

**This is not an insurance policy, automobile liability or physical damage insurance contract. Club membership entitles you to the services promised in this handbook. This handbook comprises the entire agreement with the members.**

The Auto Club, Inc. is not affiliated with the Automobile Club of Southern California. Motor club services are provided by Brickell Financial Services Motor Club, Inc. dba Road America Motor Club with corporate headquarters located at 7300 Corporate Center Drive, Suite 601, Miami, Florida 33126. In Mississippi and Wisconsin services are provided by Brickell Financial Services Motor Club, Inc. In California services are provided by Road America Motor Club, Inc.