



WELCOME

AAA ARIZONA
PREMIER[®] MEMBERSHIP

GUIDE TO SERVICES



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PREMIER MEMBERSHIP

THE ULTIMATE IN AAA BENEFITS AND SERVICE

Congratulations and welcome to AAA Premier membership. As a AAA Premier member, you enjoy exclusive benefits and added advantages ranging from AAA's highest level of coverage for Roadside Assistance to personal concierge services available to you 24/7. The AAA Premier membership is designed to provide the ultimate in AAA benefits and service for enhanced convenience, luxury, and peace of mind.

DEDICATED PHONE NUMBER

AAA Premier members enjoy a single, dedicated phone number for all services.

AAA Premier Member Hotline
24 hours a day, 7 days a week
Toll-free 1-877-222-7447

CONCIERGE SERVICES

AAA Premier members have access to many services when traveling on a domestic or international leisure vacation 100 miles or more from your primary residence. Call toll-free 1-877-222-7447 for your personal concierge services including:

- Theater, sporting event, and other entertainment ticketing/reservations
- Limousine and car service information and reservations
- Restaurant, shopping, and health club recommendations and information
- Exhibition, show, and festival information
- Messenger service referral and arrangements
- Golf tee times and reservations
- ATM location information
- Weather forecast information

AUTOMOTIVE SERVICES

ROADSIDE ASSISTANCE BENEFITS

200 MILE TOW

The AAA Premier towing benefit gives you more distance per year. Each AAA member in your household is entitled to as many as four calls per year with towing included up to 100 driving miles from the point of breakdown. Plus, as one of your four allowable service calls each membership year, you are entitled to **one tow per household per membership year** anywhere from the point of breakdown up to 200 driving miles.

ADDITIONAL CLASSIC SERVICE CALL

AAA members are entitled to four Roadside Assistance calls per membership year. AAA Premier membership includes an additional fifth call for each member in the household per membership year with Classic service provided at no charge. Any cost for towing for this call over five miles remains the responsibility of the member. The sixth call and each additional call thereafter per membership year will require payment of the specially negotiated rate and a service fee before service will be dispatched.

EMERGENCY BREAKDOWN RENTAL CAR PROGRAM

AAA Premier members whose vehicles are inoperable after receiving towing service from AAA in the United States or Canada, are eligible* for one free rental day at participating Hertz locations.

Service must be arranged through AAA. The AAA Premier member is responsible for subsequent days' rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees and taxes which may apply, and are not subject to discount. The car must be returned to rental pick-up location.

How to use: When you call AAA for roadside assistance, please inform the AAA associate that you would like a Hertz rental car while your vehicle is being repaired. If you are unsure if you'll require a replacement vehicle, you may call AAA within 48 hours of your initial roadside assistance call to request your free Hertz car rental.

AUTOMOTIVE SERVICES

AUTO LOCKOUT

AAA Premier members are entitled to the highest level of lockout coverage, up to \$150 in locksmith services per AAA Premier household per membership year in the event such services are needed to gain entry into your vehicle.

If this benefit is not available when traveling outside the state of Arizona, AAA Arizona will provide reimbursement to the AAA Premier member up to \$150 for out-of-pocket costs. For reimbursement, please call AAA Arizona Member Relations at 602-650-2700, ext. 2955.

PREMIER MEMBER DISCOUNTS

BATTERY DISCOUNT

When your vehicle battery fails, AAA can dispatch (limited service area) a Battery Service van to help save you time and hassle. AAA Premier members receive \$10 off any new battery purchased during a battery assistance roadside call.

How to use: Simply show your AAA Premier card to the battery service technician.

OIL CHANGE DISCOUNT

AAA Arizona owns and operates several auto repair centers. Premier members receive \$5.00 off† oil changes at these Arizona AAA owned and operated Auto Repair facilities. Please refer to AAA.com for addresses and hours of operation or call toll-free 1-877-222-7447.

Some conditions apply to benefits and services. See the "Important Terms, Conditions, and Limitations" section of this Guide to Services as well as your Member Handbook for additional important information.

* Standard rental qualifications, including age restrictions, and other restrictions apply. Rental cars are subject to availability. Rates are subject to change.

† This discount may be combined with other offers, discounts or coupons. Limited to five times per AAA Premier member per membership year.

TRAVEL SERVICES

EMERGENCY TRAVEL AND MEDICAL ASSISTANCE

If you have an emergency while traveling 100 miles or more from your primary residence – in the United States or internationally – you may call for Emergency Travel and Medical Assistance 24 hours a day, 7 days a week.

Toll-free 1-877-222-7447

Assistance includes:

- Medical provider referrals, appointments and admission arrangements
- Emergency medical transportation arrangements
- Prescription replacement arrangements
- Emergency medical visitation arrangements
- Emergency cash transfer arrangements
- Emergency message center service
- Emergency assistance translation service
- Lost tickets and document replacement arrangements
- Legal referral
- Lost luggage service

The cost of these goods and services will be the responsibility of the AAA Premier member.

TRIP INTERRUPTION AND VEHICLE RETURN

Trip Interruption and Vehicle Return benefits provide AAA Premier members added peace of mind when on trips of 100 driving miles or more from home. If your trip is delayed due to mechanical breakdown, car theft, unexpected illness or injury, or severe weather, you can be reimbursed up to \$1,000 per member for covered out-of-pocket expenses, including meals and accommodations, OR for substitute transportation to continue your trip. And, you can be reimbursed up to \$500 to help you get your vehicle back home if an unexpected illness or injury prevents you from completing your trip. Refer to the "Important Terms, Conditions and Limitations" section of this Guide to Services for claim information.

How to use: Please call toll-free 1-877-222-7447 and select this benefit to be connected to a claims specialist.

TRAVEL SERVICES

HERTZ #1 CLUB GOLD® MEMBERSHIP

AAA Premier members receive one year fee-waived membership in Hertz #1 Club Gold®. Enjoy the convenience provided by Hertz #1 Club Gold of never repeating required personal information and preferences at time of reservation and bypassing the rental counter at more than 1,000 locations around the world. Names and pre-assigned car spaces appear on the lighted #1 Club Gold board to direct renters to the vehicles containing the pre-printed rental agreement. Vehicles are picked up and returned under weather protected #1 Club Gold areas. No waiting in long lines, simply show your driver's license at the exit gate and you are on their way.

Premier members renting four times from Hertz during the year will continue to enjoy the service at no charge. If that level of usage is not reached, you may revert to the 50 percent discounted enrollment fee available for all members on AAA.com.

How to use: Please go to AAA.com/premier to register for this benefit.

PREMIER MEMBER DISCOUNT

TRAVEL STORE DISCOUNT

Save 15 percent off* already discounted member prices on all travel store purchases made in AAA Arizona offices. Please refer to the Member Handbook for a complete list of office locations.

How to use: This discount will be automatically applied when making a travel store merchandise purchase in a AAA Arizona office.

*The discount does not apply to clearance items.

HOME AND SECURITY SERVICES

HOME LOCKOUT

Locked out of your home? Call AAA! As a AAA Premier member, if you become locked out of your home, you can receive up to \$150 in locksmith services to pick or drill the lock to gain access to your home from the outside. AAA will assist you with names and phone numbers of locksmiths in your area. The benefit provides up to \$150 reimbursement (original receipt required) for the cost of re-keying, changing locks or making a new key only when the lock must be drilled to gain entry to the home, or if keys are lost or stolen. Any charges in excess of \$150, as well as all charges associated with any other residential locksmith services are at the expense of the AAA Premier member. Home lockout service is limited to **one usage per AAA Premier household per membership year** and service can only be provided at primary home listed on your membership.

How to use: Please call toll-free 1-877-222-7447 and a AAA associate will assist you.

Home lockout service does not count as one of the five service calls AAA Premier members are allowed each membership year. To obtain reimbursement for locksmith services, contact AAA member services at 602-650-2700, ext. 2955, or go to AAA.com/premier.

HOME AND SECURITY SERVICES

IDENTITY THEFT PROTECTION

AAA Arizona has partnered with LifeLock, a leader in identity theft protection, to help you protect your identity. LifeLock industry-leading protection works to help stop identity theft before it happens. As a Premier member, you are entitled to a special offer:

Six-month free trial* of LifeLock membership and 15 percent discount, which includes:

- LifeLock Identity Alert™ System — proactive solution for validation of no fraudulent activity for many forms of credit or services.
- TrueAddress™ — reduces the risk of identity theft through the method of change-of-address
- eRecon™ — searches known criminal Web sites for the illegal selling or trading of your personal information
- WalletLock™ — helps replace contents of a lost or stolen wallet (excludes pictures, cash, and other monies)
- Free Annual Credit Reports
- Pre-Approved Credit Card Opt Out
- \$1 Million Total Service Guarantee (Guarantee applies only if you become an identity theft victim because of a failure in LifeLock® service.) Other restrictions apply. See LifeLock.com for details

How to use: Please register at AAA.com/premier or AAA.com/Lifelock to receive this benefit.

*At the end of the six-month free period, your card will be billed automatically (\$8.50 monthly/\$93.50 annually) unless you cancel within the six-month period. You can cancel anytime without penalty by calling 1-800-LIFELOCK. Offer is valid for new LifeLock members only.

Important Terms, Conditions, and Limitations

AAA Premier benefits and services are subject to change without notice.

ELIGIBILITY

Current Classic and Plus member households must have four or fewer roadside assistance calls during the preceding 12-month period to qualify for AAA Premier membership.

AAA Arizona reserves the right to downgrade a member household from AAA Premier status to AAA Plus status at the time of membership renewal if the AAA Premier household roadside assistance usage was greater than six calls during the preceding membership year.

AAA Premier benefits are provided in addition to Classic and Plus benefits.

WAITING PERIOD

AAA Premier members are eligible for AAA Premier benefits four days after AAA Arizona's receipt of their dues payment. Classic benefits are available during this four-day waiting period.

HOME LOCKOUT

Referral and reimbursement for Home Lockout Service is reserved for a AAA Premier member's primary residence in Arizona only and excludes all other buildings or locked areas. Home Lockout Service is not transferable to any other person. The AAA Premier member must be present at the time of service. Identification and proof of residence is required. In the case of rental property, approval of the property owner may be required. Service is subject to provider availability. Locksmiths are independent businesses and may not have a contractual relationship with AAA Arizona. AAA Arizona assumes no liability of any kind for any damages incurred by the AAA Premier member as a result of locksmith services.

Reimbursement requests must be postmarked no later than 60 days after receiving service, and requests must be accompanied by an original receipt in the cardholder's name.

Important Terms, Conditions, and Limitations

EMERGENCY BREAKDOWN RENTAL CAR PROGRAM

The AAA Premier member has up to 48 hours from the time of the tow to call AAA Arizona and request the complimentary rental car day. Hertz rental restrictions apply. Subject to availability.

TRIP INTERRUPTION AND VEHICLE RETURN GROUP INSURANCE BENEFITS PROVISION

Trip Interruption and Vehicle Return group insurance benefits are provided under a Master Policy Form No. 50.233B (the "Master Policy") issued by BCS Insurance Company. Benefits are administered by World Access Service Corp.

DEFINITIONS

"AAA Premier Member" means a AAA Arizona Premier member, AAA adult associate or AAA Premier dependent associate in good standing.

"Primary Residence" means the AAA Premier member's billing address, which is recognized by AAA Arizona and which must be in the United States.

"Covered Person" means a AAA Premier member whose primary residence is in the United States and his/her immediate family members traveling in the same Vehicle during Covered Travel.

"Covered Travel" means a planned leisure automobile trip in the Covered Person's Vehicle, which has taken the Covered Person at least 100 driving miles from his or her Primary Residence when the incident occurs, which was intended to include at least one overnight stay within the United States and Canada; and which does not exceed, and was not planned to exceed, 45 consecutive days.

Please note: The Covered Person must be at least 100 driving miles from the AAA Premier member's Primary Residence when the incident occurs in order to be eligible for the benefits.

"Vehicle" means any two-axle motor vehicle designated for private use for travel on paved public roads in which the Covered Person is either driving or riding as a passenger. Moving vans, RVs, and motorcycles are excluded.

"Physician" means a person who is licensed and legally entitled to practice medicine and who is not a Covered Person or an Immediate Family Member of, nor related to, a Covered Person.

Important Terms, Conditions, and Limitations

“Immediate Family Member” means a AAA Premier member’s spouse and/or unmarried dependent children age 21 and under, including stepchildren and legally adopted children. A grandparent traveling with his or her grandchild who is a AAA Premier member is also considered an Immediate Family Member.

“Substitute Transportation” means any form of common carrier transportation (i.e., licensed for the transportation of fare-paying passengers, with the exclusion of taxis and limousines) and/or a rental car of equal or lesser vehicle class to the Vehicle. Expensive or exotic automobiles are excluded under this definition.

“Accommodations” means temporary lodging in an establishment licensed to provide temporary lodging to paying guests.

TRIP INTERRUPTION BENEFIT

What Is Covered

Covered Persons on Covered Travel are reimbursed up to \$1,000 per trip for out-of-pocket expenses for the cost of reasonable additional Accommodations and meal expenses OR for the cost of Substitute Transportation to continue the trip, incurred as a result of overnight covered trip delay. Only expenses for the first 96 hours from the initial delay are eligible for coverage. The coverage only extends to Covered Travel in the United States and Canada.

The covered reasons for trip delay are:

1. Vehicle disablement due to mechanical failure (excluding tire trouble) or an accident that renders the Vehicle inoperable at least overnight
2. Theft of a Vehicle
3. Unexpected illness or injury requiring the Covered Person to receive treatment by a Physician who advises delay of the trip
4. Natural disasters
5. Severe storms or unusual weather phenomena validated by National Weather Service records

What Is NOT Covered

Benefits are not payable for travel that does not meet the definition of Covered Travel, and for any loss, injury, illness, delays and/or expenses due to:

Important Terms, Conditions, and Limitations

1. War (whether declared or undeclared), acts of war, military duty, or hostilities of any kind (for example, invasion, rebellion, riots or insurrections)
2. Tire trouble
3. Intentionally self-inflicting harm, including suicide
4. Normal pregnancy or childbirth
5. Mental or nervous health disorders
6. Alcohol or substance abuse, or related illnesses
7. An accident occurring when the Vehicle is being driven by an unlicensed driver or a driver who is not a Covered Person
8. Personal property that is damaged or destroyed
9. Any liability for injuries or property damage
10. The commission or attempted commission of an illegal act
11. The cost of repairs to the Vehicle
12. Cost of fuel expenses
13. Air and/or sea travel
14. Carrier-caused delays
15. Participation in professional athletic events or motor competition (including training)
16. The cost of meals, accommodations and Substitute Transportation resulting from delays caused by routine maintenance or minor repairs to the Vehicle

In cases where the Covered Person rents a Vehicle for Covered Travel and the Vehicle is disabled or stolen, the Covered Person must make immediate contact with the rental company after the disablement or theft occurs to arrange replacement of the Vehicle. If such contact is not attempted, the Covered Person will not be reimbursed for any expenses incurred as a result of the delay.

Rental car expenses incurred by the Covered Person to continue the trip will be reimbursed only if the Covered Person rents a vehicle of comparable or lesser class. Rentals of expensive or exotic automobiles are excluded. Examples of such automobiles include Aston-Martin, Bentley, Bricklin, Diamler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati and Rolls Royce.

Trip interruption benefit is not available for accidents. Accidents are covered by the Accident Away From Home benefit. See your Member Handbook for additional important information about the Accident Away From Home benefit.

Substitute Transportation expenses on common carrier transportation will be reimbursed for economy fare only.

Important Terms, Conditions, and Limitations

VEHICLE RETURN BENEFIT

What Is Covered

Covered Persons on Covered Travel are reimbursed up to \$500 for transportation of the Vehicle back to the Covered Person's Primary Residence when an unexpected illness or injury prevents completion of the Covered Travel.

The Vehicle must be operable. Transportation must be performed by an accredited professional transport company.

What Is NOT Covered

In addition to the exclusions listed under Trip Interruption Benefit coverage, Vehicle Return benefits will not be payable if the Vehicle is a rental vehicle or a Vehicle with an original lease term of less than one year, OR if the transportation of the Vehicle could have been performed by a Covered Person or by a traveling companion of a Covered Person.

Trip Interruption and Vehicle Return coverage are in excess of other insurance or indemnity covering the benefits offered under this program. **Expenses after 96 hours from the initial delay are not covered.**

GENERAL TRIP INTERRUPTION AND VEHICLE RETURN PROGRAM PROVISIONS

The following is not a policy or contract of insurance, but is your most complete source of information. Please be sure to keep it in a safe place.

All information in this document is subject to the terms and conditions of the Master Policy, a copy of which is in the possession of AAA Arizona. The terms and conditions of the Master Policy agree with the terms outlined in this Guide to Services. However, features and benefits are subject to change without notice.

Trip Interruption and Vehicle Return benefits are underwritten by BCS Insurance Company and administered by World Access Service Corp. (WASC).

The Covered Person agrees to use diligence in doing all things reasonable prudent to avoid or diminish any loss. WASC will not unreasonably apply this provision to avoid claims hereunder.

Important Terms, Conditions, and Limitations

HOW TO FILE A CLAIM

Please gather the information below if you have a covered loss during your Covered Travel as it will be requested when you file a claim upon returning home. **All claims must be reported to WASC within 60 days from the date of loss or as soon after that date as is reasonably possible.**

Once you report a claim, WASC will set up a claim file for you and send you a claim form. You must send written proof of loss, including any required information necessary to support the claim, to WASC within 90 days from the date of loss, or as soon after that date as reasonably possible, and in no event, except in the absence of legal capacity, later than one year from the time proof is otherwise required.

General Documentation

1. Original receipts and itemized bills for all expenses (such as itemized food and lodging receipts)
2. Evidence of accident/theft (i.e. official police report)
3. Copy of payment for automobile repairs
4. Rental car receipts
5. Common carrier receipts
6. Copy of invoice from accredited professional transport company (Vehicle Return Benefit)

If you have a question or need to file a claim

Please contact World Access Service Corp. (WASC) at 1-800-419-7966 as soon as possible, and have the following information ready:

1. Your name and membership number
2. Your location and local telephone number

The WASC Service Associate will confirm your enrollment and provide you with assistance.

This *Guide to Services* is (1) your Certificate of Insurance for the Trip Interruption and Vehicle Return Group Insurance coverages underwritten by BCS Insurance Company and (2) your outline of administrative services provided by World Access Service Corp.

The terms and conditions in the *Guide to Services* supplement the *Member Handbook*, which is incorporated herein.



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THERE WHEN YOU NEED US MOST®

