

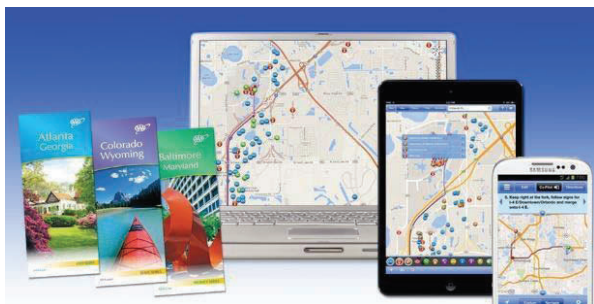


# Member Handbook



Membership Services  
Road Services  
Auto Travel Services  
Insurance Services  
Travel Services  
License Services  
Member Discounts & Rewards  
Financial Services & more

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**920 Van Reed Rd  
Wyomissing, PA 19610  
(610) 374-4531**

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# MEMBERSHIP

## About Your Membership

Your AAA card is issued for your personal use. It entitles you to service at any AAA office in the U.S. and Canada. AAA is more than you think when it comes to benefits and services. We provide you with the most complete coverage including emergency and automotive services, travel planning, license & notary services insurance, discounts, financial services, and so much more.

BENEFIT	CLASSIC	PLUS/ PLUS RV	PREMIER/ PREMIER RV
<b>Towing Distance</b>	5 Miles	100 Miles	200 Miles (One Call) 100 Miles (Remaining Calls)
<b>Locksmith Service</b>	\$50	\$100	\$150 (Car & Home)
<b>Tire Service</b> Installation of inflated spare tire	✓	✓	✓
<b>AAA Mobile Battery Service</b>	✓	✓	✓
<b>Extrication/Winching</b>	\$75	\$100	\$150
<b>Fuel Delivery</b>	Member Pays Fuel Cost	✓	✓
<b>Accident Coverage</b>	Up to \$150	Up to \$150	Up to \$150
<b>TripTiks®, Tourbooks®, Maps</b>	✓	✓	✓
<b>Hertz Gold Plus Rewards® Membership</b>	--	--	✓
<b>Trip Interruption Coverage</b>	--	✓	✓
<b>Travel Planning</b>	✓	✓	✓
<b>License &amp; Notary Services</b>	✓	✓	✓
<b>Discounts &amp; Rewards</b>	✓	✓	✓
<b>Free Passport Photos</b> One Set Per Member Per Year	--	--	✓
<b>RV and Motorcycle</b>	--	\$35 additional	\$35 additional

**Visit [AAA.com/membership](http://AAA.com/membership)  
and click on “Compare  
Memberships” for more  
information.**

# MEMBERSHIP

## MEMBERSHIP INFORMATION

### Choose the AAA Plan That's Best for You.

Your travel, spending and driving habits are unique. That's why AAA gives you the option to select from different membership plans – all offering the peace of mind and security our name is famous for. If you are the first or only person in your household to join AAA, you are referred to as the Primary Member on your account. Primary Members may add eligible family members to their account for less than it would cost to enroll them as a new (Primary) member; this type of membership is referred to as Associate Membership. An individual may only have one membership. See the following definitions:

#### PRIMARY MEMBER

Membership for the first person in your household to join AAA.

#### ASSOCIATE MEMBER

Membership, at a reduced rate, must reside in the same household as the Primary member. Associate members must have the same type of membership as the Primary member. Types of membership available:

- **Classic®**

Rest easy with reliable, 24-hour roadside assistance and comfortable protection from our Classic plan. Up to 5 miles of towing to the destination of your choice from point of breakdown. AAA membership benefits are effective immediately upon payment except for Roadside Assistance. There is a 48-hour waiting period for Classic; 7-day for Plus/Premier/RV.

- **Plus®**

Looking for something somewhere in the middle? Choose our Plus level of coverage which provides up to 100 miles of towing, additional extrication service and free delivery of an emergency supply of fuel to the next filling station. There is a 7-day waiting period for Plus benefits upgrade after payment is received.

- **Premier®**

Experience the benefits of Premier. Premier level of coverage provides up to 200 miles of towing to the destination of your choice from point of breakdown; one tow up to 200 miles per household per membership year.

\*\*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 a full description of terms, conditions, and exclusions visit [www.AAA.com](http://www.AAA.com)

# MEMBERSHIP

## MEMBERSHIP INFORMATION

**Choose the AAA Plan That's Best for You.**

### **Plus® RV/Premier® RV**

Plus RV/Premier RV extends benefits to include motor-homes, pick-up trucks with campers, travel trailers, 5th wheel travel trailers and motorcycles. (Boat trailers, utility trailers, snowmobile trailers are excluded)

No matter which plan you choose, you're sure to enjoy the following great benefits throughout the year:

- 24-Hour Roadside Assistance
- Trip Planning Services and Discounts
- Special Savings on Travel
- Discounts at over 100,000 partner locations Worldwide

### **Gift Memberships**

Gift Memberships are available at your local AAA office, on-line at AAA.com or by calling 610-374-4531.

When you give the gift of AAA, your friend or loved one will enjoy nationwide, 24-Hour Roadside Assistance, along with other AAA benefits that correspond to their plan.

### **Membership Refund Policy**

- No Cash Refunds.
- No refund of Plus, Plus RV, Premier or Premier RV Coverages.
- No refund if Roadside Assistance has been utilized.
- Primary Member cancelling with Associate Memberships on the account: pro-rated classic portion will be applied to account with no Roadside Assistance use.
- No refund will be applied to account expiring within three (3) months of expiration date.

### **Membership Renewal Policy**

Memberships renewed within 1-60 days of renewal date will retain original renewal date.

Memberships renewed after 60 days of renewal date will start new membership account.

***POINT CLICK JOIN/RENEW***

# ROADSIDE ASSISTANCE

## 24-HOUR ROADSIDE ASSISTANCE

*Peace of Mind Every Time You're on the Road.*

### Membership Coverage

Roadside assistance is provided on any eligible vehicle that you are driving or riding in at the time of disablement (you must be with the disabled vehicle at the time of service).

### Roadside Assistance

Local: 610-374-7433

1-800-AAA-HELP (1-800-222-4357)

AAA.com/Help

Requests for roadside assistance may also be placed via the AAA Mobile App or through our online service at AAA.com. When calling for service, please provide:

- Your name and AAA Membership number
- Telephone number from which you are calling
- The exact location of your vehicle and the nearest cross streets
- Make, model, year and color of the vehicle
- Nature of the trouble
- Member must be with the vehicle at the time of service

Calls placed to our 24-hour call centers are recorded to increase our ability to monitor the quality of service and assist in addressing member concerns.

**NOTE:** If you call and then find that you no longer need service, please call back promptly to inform us of the cancellation. If a service vehicle has not yet been dispatched, we will not count it as a call toward your membership.

### Allowable Roadside Assistance Calls

To help control membership dues, AAA has an annual (4) four-call limit on roadside assistance usage per member (one service call per breakdown).

### Member Communications

Help us maintain our high standards of 24-Hour Roadside Assistance. Please address your comments to:

**AAA Reading-Berks**

**Attn: Member Relations**

**PO Box 7049**

**Reading, PA 19610-9858**

# ROADSIDE ASSISTANCE

## Eligible Vehicles

Most motor vehicles are eligible for 24-hour roadside assistance provided they are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced. Road Services will be provided to eligible vehicles that were in operation immediately prior to disablement. They include:

- Four-wheel passenger vehicles, pickup trucks (including unloaded dual-wheel pickup trucks), sport utility vehicles, vans and minivans are eligible for those services which can be safely delivered with standard equipment.
- Dual-wheel vehicles will be provided all services except towing, extrication/recovery & tire service.
- Rental Cars and Light Duty Commercial Vehicles are eligible for Light Service ONLY, providing those services can be delivered using standard tools and equipment, excluding taxi cabs and limousines.
- AAA Plus RV extends present AAA Plus benefits including dual-wheel tire service, to include motorhomes, pickup trucks with campers, travel trailers, fifth wheeled travel trailers and motorcycles. Boat trailers, utility trailers, and snowmobile trailers are excluded.

There is a seven (7) day waiting period after receipt of dues payment before upgrade to AAA Plus RV services may be activated. No refunds will be given for PLUS RV dues.

## Minor Mechanical First Aid

When it is safe, minor repairs not requiring parts or supplies may be attempted at the scene to get your vehicle on the go. However, following this service it is recommended that you proceed to a repair facility to consult a qualified technician. AAA cannot guarantee the availability of repairs; the AAA Service Representative or the independent service provider can assist you in locating a local AAA Approved Auto Repair facility.

## Tire Service

If your vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire, when possible. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit.

## Battery Jump-Start/Boost

If your vehicle's battery is dead, the service technician will jump-start your vehicle, if possible. If it cannot be started, towing will be provided under the towing benefit.

# ROADSIDE ASSISTANCE

## AAA Mobile Battery Service

Whether you're on the road or you never got out of your driveway, AAA will come to you. We will diagnose and attempt to jump-start your dead battery or provide towing service to your destination of choice.

If we cannot jump-start your battery, we can offer a replacement on the spot. Our technicians will perform a convenient, no-cost diagnostic test and evaluation of your battery & electrical system and if needed, install a new battery at your request.

Our high-quality batteries are available for purchase at exclusive Member-only prices and include a 3-year free replacement nationwide warranty. Delivery and installation is free on most vehicles.

## Emergency Fuel Delivery

If your vehicle or motorcycle runs out of fuel, a limited supply will be delivered, if available, to enable you to reach the nearest service station. Classic Members will be charged the current pump price for fuel. Plus, Plus RV, Premier and Premier RV Members will receive a sufficient amount of fuel to reach the nearest open service station at no cost. If you require diesel fuel, please request it when you call for service, as it may not always be available. In some cases, your vehicle may have to be towed if it runs out of fuel. If fuel delivery is not available, towing will be provided under the towing benefit.

## Accident Coverage

Additional fees resulting from an accident are limited to \$150 for charges related to recovery, loading, clean-up and properly securing damaged panels.

## Extrication/Winching Service

If your vehicle becomes stuck, it will be extricated or winched as long as it is adjacent to a passable, established road or thoroughfare and can be safely reached from the hard road surface. The extrication provisions cover one standard truck and one technician. Coverage limitations apply as follows:

- Up to \$75 maximum with Classic Membership
- Up to \$100 with Plus Membership
- Up to \$150 with Premier Membership

If the vehicle cannot be operated after extrication, the towing benefit will apply. If additional manpower or non-standard equipment is required, the associated costs will be at the member's expense.



# ROADSIDE ASSISTANCE

## Vehicle Lock-out and Locksmith Service

If the key that operates or provides access to the passenger compartment of the vehicle is lost or broken, locksmith service will be sent to gain entrance. If you are locked out, lockout service valued up to \$50 is covered for Classic members, excluding ignition repair/replacement. Locksmith parts, labor and service valued up to \$100 are covered for Plus and Plus RV members to make the vehicle operable, and up to \$150 are covered for Premier and Premier RV members. If the vehicle cannot be safely opened or made operable, or the locksmith cannot replace the key, towing services will be provided under the towing benefit.

## Towing Service

When your vehicle cannot be started or safely driven, it will be towed without charge to a destination of your choice – up to five miles from the point of breakdown or to the station rendering service for Classic members, and up to 100 miles for Plus and Plus RV members. With Premier and Premier RV, you can use one 24-hour roadside assistance call per household per membership year for a tow of up to 200 miles, and the remaining three service calls for tows of up to 100 miles or other covered services. Recreational vehicles are eligible for the 100-mile tow benefit under Plus RV and one 200-mile tow under Premier RV. One tow per mechanical breakdown can be made at AAA's expense. A per-mile charge at the locally prevailing rate will apply to all towing miles in excess of those covered. These charges are payable at the time of service to the service provider via cash, credit and debit cards or your personal check (up to \$250). Charges for miles in excess of the paid miles provided are based on the total actual measured miles towed, except when use of a provisional estimate is required, and because of travel time and/or safety considerations, may not be the shortest possible route. Member is responsible for all toll charges to the tow destination and for the tow trucks return.

## Extreme Weather

Severe weather conditions may cause unavoidable delays, and/or limitations in service. Your patience and understanding in these emergency situations is always appreciated. In the case of snowbound cars, service will be provided only where driveways, streets or highways are reasonably free of snow or ice, to allow the service vehicle to reach the car without risking tie-ups of vital equipment. Servicemen will NOT shovel snow; vehicle must be cleared free of snow and ice.

# ROADSIDE ASSISTANCE

## Other Special Conditions

Although AAA offers 24-hour, coast-to-coast service, it cannot and does not necessarily guarantee service under all conditions and circumstances, especially on toll roads where AAA service vehicles are not permitted. While delays may occur due to reliance upon the human element, our record is remarkable; a stranded motorist is rescued every five seconds, around the clock and around the nation.

## Other Liability Conditions

Road Service facilities are selected for their ability to handle service calls. However, we cannot guarantee that these facilities will always have the parts and equipment to make repairs.

In most areas, Road Service facilities are independent businesses and are not employees of AAA or its affiliates. Responsibility for loss, damage or unsatisfactory workmanship remains with the Road Service facility providing the service. These Road Service facilities are required to carry insurance. Any liability or property claim must be presented to the AAA Reading- Berks staff or the affiliated service facility within 24 hours and prior to any repairs.

## AAA Approved Auto Repair

Our AAA Approved Auto Repair facilities are conveniently located, held to the highest standards for evaluation, labor, and maintenance, and backed with a 24-month/24,000-mile warranty. As a member, you can qualify for special discounts, as well as a free maintenance inspection upon request with any paid service. Vehicles towed to any of our Approved Auto Repair facilities will be evaluated within an hour of arrival (during normal business hours).

## Reimbursement Requests

If AAA Roadside Assistance is not available and you obtain service from a non-AAA facility, you may submit your request for reimbursement consideration up to the amount it would have cost AAA to provide the covered service under similar circumstances. You must make every effort to contact AAA to request service through Roadside Assistance first. Requests must be submitted with the original receipt within 30 days of service. Some toll roads and some limited access highways provide their own Roadside Assistance and will not permit AAA to come to your assistance. You should request that they tow your vehicle to their lot off the toll road so that you may contact AAA to request service. In some instances, some of the providers will accept your membership card in lieu of payment to remove your vehicle from the toll road or limited access highway. Otherwise, pay for the service and get an itemized receipt, which you may submit to AAA for reimbursement consideration.

# AUTO TRAVEL

## AAA Maps

AAA has nearly 200 city, state, and regional maps available. Just stop by a AAA office and ask for your complimentary maps or order them at AAA.com. You can also download and print maps for hundreds of cities across the United States and Canada at AAA.com.

## Driving Directions

If you are looking for quick driving directions, AAA.com is your destination for easy-to-understand routes – local and beyond – to get you where you need to be.

## AAA TripTik® Routings

Get customized routes and turn-by-turn directions, construction detours, places to stay, and roadside attractions. Stop by any AAA office or create and print your own TripTik® Routing at AAA.com/maps. The online version even allows you to make reservations at hotels along your route and find a AAA office.

## AAA Mobile®

Download the free AAA app for iOS and Android devices for maps and directions, hotel booking, the lowest gas price in your area, and more. Visit AAA.com/mobile for details.

## AAA Tourbook® Guides

AAA's complimentary guides provide a comprehensive listing for AAA Diamond Rated hotels and motels, restaurants, and local attractions. Search the guides and order copies online, or pick them up at any AAA office. If you have an e-reader, download our new eTourbook guides at AAA.com/ebooks



## International Driving Permits and Passport Photos

AAA is the only source where you can walk into the office and walk out with an International Driving Permit. The IDP serves as a legal identification document and translates U.S. drivers' information into at least eight foreign languages.

## AAA Travel Store

Shop at local AAA offices for exclusive member savings on a variety of travel necessities including:

- Luggage and travel gear
- Attraction tickets
- International travel books and maps
- Travel destination guidebooks

# INSURANCE



Today more than ever, you need a reliable Insurance Agency that puts the needs of its clients first. Our licensed insurance agents take time to explain policies and work with clients to get the best coverage for the lowest price. AAA members qualify for a discounted rate on auto insurance, as well as a variety of other savings, such as multi-policy and bundling discounts. We strongly believe in personalized service and will help you every step of the way. We offer a variety of coverage options to fit you and your family's needs.



## Auto Insurance

Understanding **Auto Insurance** is important to make sure you have the right coverage in place, and our Insurance Specialists at AAA Reading-Berks will help you feel comfortable and confident with your decisions when purchasing a policy. AAA is well-equipped to respond efficiently to whatever comes your way. There will always be bumps in the road of life, but you can count on AAA to help make things right.

## Homeowners/Renters Insurance

AAA brings security to our customers through our famed commitment to trust and dependability. Our **AAA Homeowners policy** provides protection for your home, structures attached to it and other detached structures. Our policies cover loss of use, personal property damage and a menu of other customizable options. When you're renting, your landlord's policy won't cover your personal property, so it's important to be prepared in case of theft or damage. AAA Renters Insurance offers liability protection at an affordable rate.

*To find out more information or get your free insurance quote, please visit [aaa.com](http://aaa.com)*

# TRAVEL AGENCY



No matter where you want to go or how you want to get there, you can count on AAA's full-service Travel Agency. Our dedicated Travel Consultants will give you personalized recommendations, make all your reservations and arrangements, and send you on your way with ease.



## **Cruise, Tour and Rail**

AAA provides vacation planning, member-only discounts, travel insurance, and benefits that can save you time and money. Whether you plan to travel internationally or domestically, AAA can handle all the details, including information on immunizations, visa requirements, and passport photos. In addition, international driving permits are available at your AAA office.

## **Air, Car and Hotel Reservations**

From airline tickets to discounted Hertz car rentals and hotels around the country and the world, AAA members can book their next adventure online at [AAA.com](http://AAA.com).

## **Get Away with a Vacation from AAA**

From weekend getaways to around the world cruises, the choices we offer are endless. Whether your dream vacation is a cruise, escorted or independent tour, group travel, rail trip or any other vacation package, your AAA Travel Professional will find you the best value possible.



AAA Reading-Berks provides the most commonly used services relating to Pennsylvania vehicle titles and registration, and we offer exclusive pricing for AAA members.

Our office has a staff of experts to guide you through the confusion of License and Title work. From registration renewals to title transfers to notary services, we can provide you with quick, convenient, quality service you can trust!

## Authorized PennDOT on-line services

*State and service fees apply*

- Title Transfers
- Registration Renewals
- Registration Duplicates
- Change of Address
- Vehicle Restorations
- Duplicate Titles
- Plate Transfers
- Special Plates
- In-Transit Plates
- Driver's License Renewals\*
- Driver's License Duplicates
- Driver's License Restorations
- Driving Records
- Birth Certificates
- Messenger Services
- Notary Services

Premier Members receive free notary service, excludes title transactions. *Premier Notary Limit: 15 per membership calendar year*

\*Not a photo center. Services are available to both members and non-members. AAA members receive a discount on club processing fees. Club processing fees are in addition to state and service fees.

# FINANCIAL SERVICES



A **TravelMoney Card\*** is prepaid, meaning you can spend up to the card's value anywhere the credit card is accepted, including stores, online, over the phone, and via mail. Each time you make a purchase, the purchase amount is automatically deducted from the card. It's even reloadable (minimum card load is \$100). There is a \$4.95 initial member fee.

Looking for the perfect gift? Give the gift of money with a **Visa Gift Card**. Gift cards can be purchased for a minimum of \$10.00 and a maximum of \$500.00. There is a \$4.95 fee per card, and cards are not reloadable. Gift cards are valid in the U.S.

## Foreign Currency Refunds

AAA Reading-Berks, in conjunction with Wells Fargo, offers a program to allow members to return their foreign currency purchased at AAA Reading-Berks through the Wells Fargo buy back program. The program, which is available for current, undamaged bills in circulation from over 90 countries, works as follows:

- AAA members
- No coins will be accepted
- Buy back rates apply and change daily
- Buy back amount cannot exceed original purchase amount

**CashPaks** are a fast and convenient way to obtain a small amount of foreign currency if you are traveling to one of the more popular worldwide destinations. CashPaks are available in Euros, British Pound Sterling and Canadian Dollars.

## AAA Member Rewards Credit Card

Exclusive Member Benefits.

Visit AAA Office or [AAA.com](http://AAA.com)

## AAA Deposits

AAA Members consistently receive higher than market rates for CDs/IRAs, Money Market and Savings accounts. Visit [AAA.com/Banking](http://AAA.com/Banking) or call us at 1-855-999-BANK (2265).

*\*Benefits subject to change.*

# DISCOUNTS & REWARDS



## Get a Good Deal!

AAA increases the value of your membership by offering an array of discounts online, over the phone, and in stores.

## Discounts & Rewards

AAA's Discounts & Rewards program helps you save on products and services locally and nationally. Your AAA membership includes discounts on automotive, transportation, dining, entertainment, attractions, home and personal services, retailers, and hotels.



## Movie and Attraction Tickets

In the mood to see a movie? You're in luck. Members can purchase Discounted Movie Ticket Vouchers. Tickets must be purchased at AAA Reading-Berks.

A complete list and details of discount offers are available at [AAA.com/discounts](http://AAA.com/discounts)

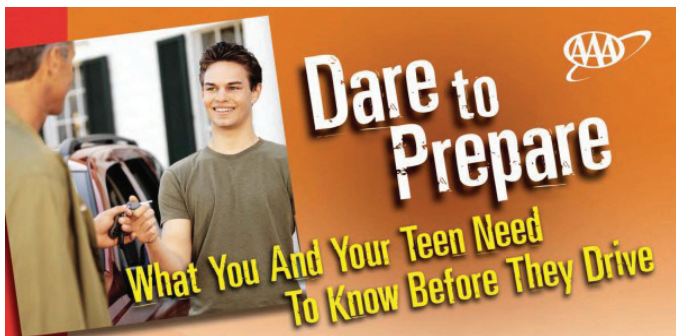
## Discounts on the go

Coast to coast, the free AAA Mobile app for iOS and Android devices pinpoints nearby places to save. Visit [AAA.com/mobile](http://AAA.com/mobile) for details or download the AAA Mobile App today on the App Store & Google Play.





# SAFETY SERVICES



*A lively inter-active course for Teens and Parents*

To register for a Class or Car Seat Safety check,  
call AAA Reading-Berks at 610-374-4531.

# NEED A **BATTERY?**

We deliver & install  
anywhere you are!



## AAA Members benefit from:

- **Convenience.** We come to you at work, at home, or anywhere you are
- **Exclusive** Member pricing and discounts
- **Testing** of your vehicle starting and charging systems are included with AAA Membership
- **Quick, professional installation** of a battery, if required, by trained technicians\*
- **72 month limited warranty.** 36 month free replacement against factory defects, plus a further 36 month pro-rate limited replacement warranty
- **Recycling** of your old battery\*\*
- **Batteries that meet or exceed** vehicle manufacturer's specifications

\*Certain vehicles, due to the location of the battery, will require additional labor and installation charges, and in some cases may not be serviceable at roadside.

\*\*For each battery replaced, a core battery must be returned, otherwise a non-recycling fee will be charged.

# Stay Connected with AAA



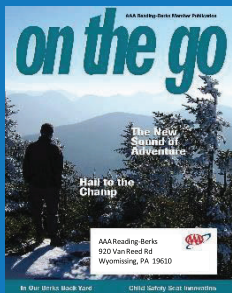
Visit AAA.com



Download the  
Mobile Application



Member Only eBlasts



**On The Go**  
*AAA Reading-Berks  
Bi-Monthly Club  
Publication*



**IT PAYS TO BELONG!**



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Wyomissing, PA 19610  
(610) 374-4531**

**[AAA.com](http://AAA.com)**