Member Handbook

THERE WHEN YOU NEED US MOST®

A LETTER FROM THE CEO

Dear Valued Member,

Thank you for choosing to become a member of AAA Arizona. It's our sincere hope, and our goal, that your AAA card will become one of the most valued cards in your wallet!

Chances are you joined AAA to take advantage of our legendary roadside assistance or to save money on your home, auto, or life insurance. But that's just the beginning. This handbook is the first step in helping you understand your benefits and all of the ways that AAA can save you time, money, and worry.

Be sure to check out the Member Discounts section for a sample of all the places you can save with your AAA card. In addition to exclusive rates on insurance, vacation planning, and automotive services, your AAA card gives you access to member-only discounts at hundreds of participating partners for savings on everything from hotels and dining, to prescriptions and eyewear. With just a few purchases, your membership will pay for itself!

We continue to add exciting benefits and savings opportunities every day and look forward to helping you maximize the value of your AAA membership.

Thank you for putting your trust in AAA Arizona.

Mike Tully

MIKE TULLY
PRESIDENT AND CEO

WHAT'S INSIDE

If Your Vehicle Breaks Down	4
Membership Options	5
Benefits of Membership	6
Member Services	8
Automotive	10
Member Discounts	12
Vacation Planning	14
Insurance	16
Financial Services	18
Advocacy and Education	20
Contact AAA Arizona	22
Terms and Conditions	25

OUR MISSION

AAA Arizona is a trusted organization providing high-quality products, services, and advocacy that members find essential to their safety, security, and peace of mind.

Products, services, and benefits in this handbook are subject to change.
For the most current version, please visit AAA.com/handbook.

IF YOUR VEHICLE BREAKS DOWN

1. Pull off the road. Exit onto the far right shoulder and remain with the vehicle, unless the area is unsafe. Do not risk personal injury by attempting to push it to a safe location. Make note of your surroundings, landmarks, buildings, and road signs.

2. Alert other motorists. Turn on emergency flashers, use flares, or raise your vehicle's hood.

3. Call 1-800-AAA-HELP (222-4357). If you are safely out of traffic, make the call from inside the vehicle. Be prepared to provide your name and membership number; the telephone number from which you are calling; the exact location of the vehicle; the year, make, model, color, and license number of the vehicle; and description of the problem.

4. Remain with the vehicle. AAA Arizona requires the member to be with the vehicle when providing service. If you are unable to remain with the vehicle due to safety concerns, alternative arrangements can be made.

5. Stay calm. As soon as you call AAA, you can rest assured that help is on the way. When the driver arrives, verify that he was sent by AAA and provide him with your membership card.

6. Canceling requested service. Please call back and cancel your service request if you no longer need roadside assistance.

7. Your service experience. Calls placed to our 24-hour call centers are recorded to ensure the quality of service and to assist in addressing any member concerns. Your feedback is important to us.

AAA MOBILE APP

The free AAA Mobile app for iPhone and Android lets you quickly send your vehicle problem and location directly to AAA without making a call. Learn more at AAA.com/mobile.

MEMBERSHIP OPTIONS

AAA Classic Membership
Classic members receive standard benefits such as roadside assistance, member discounts, and access to AAA insurance and vacation planning. Eligible vehicles include most passenger cars, trucks, SUVs, vans, and horse trailers with living quarters.

AAA Plus® Membership
AAA Plus membership gives you even more peace of mind, convenience, and savings. You'll receive additional benefits, including 100 miles of towing, plus all the benefits already included with AAA Classic membership.

AAA Plus® Motorcycle Membership
Plus Motorcycle membership provides motorcycle owners all of the benefits of Plus membership with coverage as a rider, driver, or passenger of any motorcycle or automobile.

AAA Plus® RV Membership
AAA Plus RV membership extends AAA Plus roadside assistance to motorhomes, travel trailers, pickups with camper, tent trailers, boat trailers, fifth-wheel trailers, motorcycles, camper vans, cab-over campers, camping trailers, and ATV trailers with living quarters.

AAA Premier® Membership
As a Premier member, you enjoy special benefits and added advantages ranging from AAA's highest level of coverage for roadside assistance to personal concierge service, available 24/7 when 100 miles from home.

Associate Membership*
Entitles other household members to the same AAA benefits and services as the primary member, at a reduced fee.

For details on your member benefits, see pages 6-7.

*All members must reside in the same household and have the same membership level — all Classic, all Plus, or all Premier memberships.

Note: Premier and Plus-level membership benefits are available four days after payment is received.

BENEFITS OF MEMBERSHIP

BENEFIT	AAA PREMIER®
Total Service Calls (any type)	4 service calls/year, 1 extra Classic service call
• **Towing Distance** (see page 10) (unlimited miles when towed to responding station)	100 miles x 3 tows, 200 miles x 1 tow (per household), 5 miles x 1 tow
• **Emergency Fuel Delivery**	Fuel included
• **Auto Lockout Service**	Up to $150
• **Extrication Service**	2 drivers, 2 tow trucks
• **Mobile Battery Service** (not available in all areas)	$10 off any battery purchased during a battery assist call
• **Tire Service**	✔
Emergency Breakdown Rental Car Discount	1 free day through Hertz with a tow and a minimum 2-day rental
Accident Away from Home Protection (100+ miles from home)	Up to $2,500 reimbursement
Theft Reward (see page 8)	✔
Legal Reimbursement (see page 8)	✔
Emergency Repair Check Acceptance	✔
Concierge Services (see page 8)	During leisure trips 100+ miles from home
Emergency Travel and Medical Assistance	Available 24/7 during leisure trips 100+ miles from home
Trip Interruption Coverage	Up to $1,000 reimbursement on a covered trip 100+ driving miles from home
Vehicle Return Coverage	Up to $500 reimbursement on a covered trip 100+ driving miles from home
Home Lockout Service (per household)	Up to $100 reimbursement at primary residence
Hertz Gold Plus Rewards® (for enrollments after 2/1/12)	2 free weekend days after qualifying rental
Discount at AAA Arizona Travel Stores	Additional 15%
Exclusive AAA Member *Deals* (see page 13)	Additional 5% discount
Identity Theft Protection	6 months free and 15% off
Passport Photos (see page 8)	Up to 5 free sets
Notary Service	✔
***Highroads*® Magazine** (see page 8)	✔
Member Discounts at AAA Owned and Operated Auto Repair Shops	✔
Member Discounts at Retailers, Hotels, and More (see page 12)	✔
Vacation Planning	✔
Maps, TourBook® Guides, and TripTik® Routings	FREE
Member Discounts on Auto, Home, and Life Insurance	✔
Exclusive Member Rates on Financial Services (see page 18)	✔

For details about AAA Premier benefits, see the Premier Guide to Services.

AAA PLUS®/AAA PLUS® RV AAA PLUS® MOTORCYCLE	AAA CLASSIC
4 service calls/year	4 service calls/year
100 miles x 4 tows	5 miles x 4 tows
Fuel included	Member pays for fuel
Up to $100	Up to $50
2 drivers, 2 tow trucks	1 driver, 1 tow truck
✔	✔
✔	✔
✔	✔
Up to $2,500 reimbursement	Up to $1,500 reimbursement
✔	✔
✔	✔
✔	✔
1 free day after qualifying rental	1 free day after qualifying rental
✔	✔
Additional 2.5% discount	✔
30 days free and 15% off	30 days free and 15% off
1 free set	$10 per set
✔	✔
✔	✔
✔	✔
✔	✔
✔	✔
FREE	FREE
✔	✔
✔	✔

All members receive the following benefits at no additional cost:

Theft Reward: $5,000 reward for information leading to the arrest and conviction of anyone stealing a member's vehicle

Legal Reimbursement: Reimbursement up to $1,500 for attorney fees if arrested for covered traffic violation

Emergency Repair Check Acceptance: Personal checks of up to $250 accepted by any independent contract facility providing services or repairs

Highroads®
Our award-winning magazine is delivered bimonthly, and our award-winning TV show, *AAA Presents Highroads with Dan Davis*, airs weekly. Get details and find additional online-exclusive content, past TV episodes, and more at AAAHighroads.com.

Passport Photos
For Plus membership, each member listed on the membership, in addition to dependent children not of driving age, is entitled to one set of photographs annually without charge. The fee for each set after that is $10. Premier membership entitles each member listed on the membership, in addition to dependent children not of driving age, to five sets of photographs annually without charge. The fee for each set after that is $10.

Concierge Services
AAA Premier members have access to free 24/7 concierge service during leisure trips 100 miles or more from home. Event tickets, restaurant recommendations, and golf information are just a few of the services.

Accident Medical Plan
The AAA Accident Medical Plan is available to all members for a nominal annual fee. The plan provides coverage* to AAA Arizona members engaged in a wide variety of travel and sporting activities. The AAA Accident Medical Plan provides $5,000 of accidental death and dismemberment coverage as well as reimbursement of covered medical expenses up to $1,200. Covered medical expenses include, but are not limited to, charges for:

- Professional ambulance service to or from a hospital and/or surgical center
- Hospital or surgical center care
- Medical treatment
- Nursing care provided by a licensed nurse
- X-rays and lab exams
- Prescription drugs and therapeutic services and supplies
- Dental treatment as a result of injury to sound, natural teeth
- The following licensed home health care agency services and supplies provided instead of an otherwise required hospital or skilled nursing home confinement:
    - Physical, occupational, respiratory, and speech therapy
    - The services of a home health aide
    - Medical supplies

The AAA Accident Medical Plan may be purchased for an additional fee to supplement your AAA Arizona membership. To see complete terms and conditions of the AAA Accident Medical Plan and add it to your membership, contact AAA membership services or visit AAA.com.

*This policy provides limited accident insurance only. This policy does not provide coverage for legal liability. It does not provide basic hospital, basic medical, or major medical insurance. Description of coverage, limitations, exclusions, and termination provisions are available for review at AAA.com.

Roadside Assistance

AAA will come to your rescue anytime, day or night.

Call 1-800-AAA-HELP

TOWING AND ROADSIDE SERVICES

AAA's tow truck driver will drive as far as necessary to get to you at no charge (one tow per disablement). For your safety, highway calls are prioritized and may require a tow off the highway to a safer location. Extrication services will be provided by our tow trucks when necessary to remove a vehicle from a ditch or ravine. Other services available include flat tire change, fuel delivery, locksmith service, battery service, and minor mechanical first aid. If we can't get the vehicle running, we'll tow it to your desired destination. Not all responding stations provide repair services or will be able to perform the repairs needed. The station may charge storage fees at its discretion. If you choose not to be towed to the responding station, any mileage over five miles is charged on scene at special rates. AAA Premier and Plus members have more flexibility to choose where they want their vehicle towed — up to 100 miles at no charge (200 miles for Premier members — one time per household.)*

SERVICE CALLS

Each member is entitled to four service calls per membership year. With subsequent calls, AAA will provide service as often as needed; however, member must pay a service fee in addition to a special mileage rate at the time of service. Premier members, as one of the four allowable service calls, are entitled to one tow per household up to 200 miles. In addition, each Premier member is entitled to a fifth Classic service call per membership year at no charge. Any cost for towing for this call over five miles remains the responsibility of the member. For more details on Premier towing benefits, please refer to the AAA Premier Guide to Services.

AAA Mobile Battery Service**

When your vehicle battery fails, AAA can dispatch a battery service technician to perform an on-site battery system test, saving you time and hassle. If it simply needs a jump-start, we'll get your vehicle started and back on the road. If your battery isn't rechargeable, we can sell you a new one and install it on the spot. AAA batteries are specially designed for the Arizona climate, and they include a six-year warranty, with three years free replacement. Visit AAA.com/battery or call 1-800-AAA-HELP.

Hertz Rental Car Program***

In the event of a breakdown, AAA will arrange for Hertz to deliver a car to you at member-only rates. When your car is ready, Hertz will pick up the rental. Save up to 20 percent on select rentals in Phoenix, Tucson, Prescott, Flagstaff, and Yuma.

*Limitations and exclusions apply.

**With some exceptions, AAA batteries are available for most vehicle makes and models. Mobile battery service is not available in all areas.

***Service not available in all areas.

AAA Owned and Operated Auto Repair
Get courteous, honest repair at AAA Auto Repair shops. In addition to quality repairs and ASE-certified technicians, members receive discounts and a 24-month or 24,000-mile warranty on parts and labor. Open to the public, customers have access to shuttle service and on-site Hertz vehicle rentals.† See the list of locations on page 23.

AAA Approved Auto Repair
Find a mechanic you can trust with AAA's network of more than 130 AAA Approved Auto Repair locations. These shops will guarantee your vehicle repairs for 12 months or 12,000 miles. In the event of a dispute, AAA will help you settle the complaint. To find a shop near you, visit AAA.com/aar or call 1-800-352-5382, ext. 2292.

AAA Car Buying
Take the stress out of car buying and let AAA handle all the details of your next vehicle purchase. Choose any make and model and a AAA Car Buying consultant will set up a test drive, negotiate on your behalf, handle your trade, and take care of financing. We even offer extended service contracts to cover every factory installed component. Plus, every pre-owned vehicle comes with a six-month or 6,000-mile warranty, or the balance of the manufacturer's warranty. Call toll-free 1-877-943-3539 or visit AAA.com/carbuying and download our free Auto Buying Tools app.

AAA Mobile Auto Glass*
When your windshield breaks, call the company you already trust. AAA Auto Glass offers mobile windshield replacement and repair services at your home, office, or almost anywhere, and will handle your glass claims directly with your insurance company. In addition, all replacement glass meets original equipment manufacturer standards, comes with a warranty, and is installed by professional glass technicians. For mobile glass service and a member discount**, call toll-free 1-855-AAA-GLASS (222-4527).

†On-site Hertz rentals at Mesa and Peoria locations only.
*Service not available in all areas.
**Member discounts not applicable to insurance deductibles.

Show Your AAA Card for Exclusive Member Discounts
AAA membership means more than hotel discounts and roadside assistance. Did you know AAA can get you discounts on shopping, dining, entertainment, and more? AAA members who use their card for discounts typically save more than $102 a year. Your AAA membership could pay for itself, so use your card for all it's worth.

Visit AAA.com/discounts for more information and restrictions. Partners and discounts subject to change at any time.

LODGING
- Best Western
- Hilton Hotels & Resorts
- Hyatt Hotels
- Marriott
- Starwood Hotels

TRAVEL
- Amtrak
- ExecuCar
- FastPark & Relax
- Hertz
- Parking Spot, The
- SuperShuttle
- VIP Ride

ONLINE*
- 1-800-FLOWERS.com
- 1-800-POOLS.com
- ArizonaSun.com
- Dell Computers
- Fairytale Brownies
- FragranceNet.com
- FTD
- Rover.com
- Sports Authority
- Sprint

AUTOMOTIVE
- Atlas Van Lines
- Audio Express
- Automotive Diagnostic Specialties
- BRAKEmax
- C & R Tire
- Classic Car Spa
- DentPro
- Hi-Tech Car Care
- Kelly Clark Automotive
- NAPA
- NitrogenMan
- One Stop Automotive
- Penske Truck Rental
- Prestige Car Wash
- RV Rental Outlet
- RV SuperStorage
- Tobias Automotive Specialist

DINING
- Auntie Anne's Pretzels
- Black Angus Steakhouse
- Black Bart's Steakhouse
- Blazin' M Ranch
- Byblos Restaurant
- Cadillac Ranch
- Celtic Crossings
- Colt's Taste of Texas
- Dhaba, The
- Dillon's K.C. Style BBQ
- Fox's Pizza Den
- Fuego Tacos
- Granny's Closet
- Hard Rock Café
- Honey Bear's BBQ
- Jewel of the Crown
- Lush Burger
- Mama's Famous Pizza and Heros
- Melting Pot, The
- My Greek Corner
- Nick N' Willy's
- Persian Garden Café
- Rawhide Western Town Steakhouse
- Robeks Juice
- Serrano's
- Shane's Rib Shack
- Silver Mine Subs
- Szechwan Palace
- Takeda Thai
- Zeke's Eatin' Place

HEALTH
- AAA Prescription Savings
- Connect Hearing
- Curves
- Foot Solutions
- LensCrafters
- Miracle-Ear
- Nationwide Vision
- Pearle Vision
- Sears Optical
- Target Optical

SHOPPING
- Banana Republic Factory Store

AAA Discounts Delivered to Your Inbox

We're adding new discount partners all the time, so get the latest offers in our monthly *e-Discounts* newsletter. In addition to everyday savings, you'll receive special limited-time offers exclusively for AAA members through our Member *Deals* email program. You can save up to 50% or more on activities, dining, shopping, and services. Sign up at AAA.com/discounts.

TOUCH AND SAVE WITH AAA'S FREE MOBILE APP

Coast to coast, the iPhone and Android app displays your location and pinpoints nearby places to save. Visit AAA.com/mobile for details.

- Bedmart
- Blind Guys, The
- Edible Arrangements
- Gap Outlet
- Hall of Frames
- Harper's Nurseries
- Harry & David
- New York and Co.
- Payless ShoeSource
- Reebok Outlet Stores
- Thee Wedding Warehouse

SERVICES

- Arizona Humane Society
- Bark Busters
- C3 Modern Storage
- Cox Communications
- Daniel's Moving & Storage
- DIRECTV
- Geek Squad
- GolfTEC
- Healthy Paws Pet Insurance
- Precision Overhead Door Service
- Prestige Cleaners
- United Pet Care
- UPS Store, The

ENTERTAINMENT

- AMC, Harkins Movie Tickets
- Arizona Diamondbacks
- ASU Karsten Golf Course
- AZ on the Rocks
- Castles N' Coasters
- Challenger Space Center
- Chandler Center for the Arts
- Dolly Steamboat
- Grand Canyon Railway
- Heard Museum
- Octane Raceway
- Out of Africa
- Papillon Grand Canyon Helicopter
- Phoenix Art Museum
- Phoenix Coyotes
- Phoenix Mercury
- Phoenix Suns
- Phoenix Zoo
- Pink Jeep Tours
- Rainbow Ryders Hot Air Balloon Company
- Red Rock Western Jeep Tours
- San Diego Speed Boat Adventures
- San Diego Safari Park
- San Diego Zoo
- SeaLife Arizona
- SeaWorld
- Stratum Laser Tag
- Tucson Museum of Art
- Verde Canyon Railroad
- Wildlife World Zoo

For hotel discounts, Hertz car rentals, and AAA Prescription Savings, visit AAA.com or call toll-free 1-866-AAA-SAVE.

*Discounts valid only through AAA.com or require a promo code.

You can trust AAA as your expert vacation planning service. Our travel agents have the experience and knowledge you need to make AAA your single source for the widest range of travel products and services. If you're not located near a AAA office, call toll-free 1-877-934-6222 or visit AAA.com for complete travel information and booking capability.

Cruises, Tours, and Rail

AAA provides vacation planning, member-only discounts, travel accident insurance, and benefits that can save you time and money. Whether you plan to travel internationally or domestically, AAA handles all the details, including information on immunizations, visa requirements, and passport photos. In addition, international driving permits are available at your AAA office. Call toll-free 1-877-934-6222 or visit AAA.com.

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 your next adventure online or at any AAA office. Visit AAA.com/travel.

AAA Travel Store

Shop at AAA offices and at AAA.com/eTravelStore 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

Auto Travel Trip Planning

For assistance with every aspect of your road trip, including detailed maps, destination guides, money-saving vacation packages, and even door-to-door directions, visit AAA.com or stop by your local AAA office.

Vacation Fun Delivered to Your Inbox

Stay up-to-date and travel for less when you sign up for our monthly travel e-newsletter. Each issue of *e-Traveler* includes hot vacation deals, destination discoveries, news, and travel tips. Visit AAA.com/newsletter to sign up and let the fun begin.

PLAN YOUR GETAWAY

DAY TRIPS IN THE SOUTHWEST

Interested in a day trip or extended stay in the Southwest? AAA has up-to-date information about popular and historical destinations in Arizona and surrounding states. Get detailed destination information and AAA Drive Trips® itineraries at AAA.com.

AAA MAPS

AAA has nearly 200 city, state, and regional maps available. Just stop by any 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're 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. The online version even allows you to make reservations at hotels along your route and find a AAA office.

AAA MOBILE APP

For iPhone and Android users, download the free AAA Mobile app for gas prices, maps and directions, hotel booking, and more. Visit AAA.com/mobile for details.

AAA TOURBOOK® GUIDES

AAA's complimentary guides provide a comprehensive listing of 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 eReader, download our new eTourBook guides at AAA.com/ebooks.

AAA Insurance is proud of our heritage of service and commitment that makes us a valued resource for you, and a trusted neighbor in the community. At AAA Insurance, we've got you covered and we'll work hard to earn and keep your trust. To compare your current insurance rates with ours, call toll-free 1-866-779-1500, visit AAA.com, or stop by your local AAA office.

Auto Insurance

AAA Insurance is dedicated to bringing you all the safety, security, and value that AAA has to offer. When you switch to AAA Insurance, you'll get competitive rates and legendary reliability from a trusted company that has been helping people for over 100 years. Our experienced insurance agents will recommend the coverage that's right for you and help you take advantage of all available discounts. Call toll-free 1-866-779-1500 or stop by your local AAA office for your free quote today.

Teen and Senior Driver Discounts

AAA offers a variety of programs to strengthen driving skills for members of all ages. Teen drivers can receive up to a 24 percent discount on AAA Auto Insurance rates upon successful completion of the computer-based teenSMART driving program. Drivers age 55+ can earn a discount on their AAA Auto Insurance for completing either the Safe Driving for Mature Drivers workshop or the Mature Driver Online Safety Course. For more information, visit AAA.com/trafficsafety.

Home and Renters Insurance

Whether you own or rent your home, AAA offers the coverage you need for the structure, your possessions, and personal liability. Our experienced local agents will work with you to ensure you receive tailored protection to fit the needs of your home and your lifestyle. Plus, you'll receive a five percent member-only discount and you'll save up to an additional 25 percent when you bundle with AAA Auto Insurance. Switching is easy. Call toll-free 1-866-779-1500 or stop by your local AAA office to get your complimentary home or renters insurance review and quote today.

Life Insurance
No matter what stage you're in, life insurance through AAA is there for you. Your family is your most priceless asset, and we'll help protect those you for with custom Term, Whole Life, Universal Life, and annuities.

Mexico Insurance
When you're thinking about driving to Mexico, it's a good idea to purchase reliable Mexico auto insurance before you go since your U.S. auto insurance isn't valid in Mexico. Coverage is available for autos, trailers, and boats in tow. If you own a home in Mexico, AAA also offers the property and liability coverage you need. Buy both online at AAA.com/insurance.

Health and Medical Insurance
Whether you're self-employed, retired, or a student, AAA provides you with the health insurance coverage you need. AAA Insurance offers a variety of health coverages including short-term medical, student coverage, individual and family plans, and Medicare supplement plans.

RV, Boat, and Motorcycle Insurance
AAA offers insurance to cover the specialized needs of your RV, boat, or motorcycle. We offer many types of coverage, from boat-in-tow to protection for your motorcycle equipment, including custom parts.

Commercial Insurance
AAA knows how important your business is to you. Protect your business with a full spectrum of commercial products including property, general liability, commercial auto, workers compensation, commercial bonds, and commercial umbrellas. Whether you own an office building or a coffee shop, we offer the right combination of coverage to meet your needs.

AAA INSURANCE APP

The free iPhone and Android app guides you through the steps to take after an accident, summons roadside assistance, and helps you file a claim.
Visit AAA.com/mobile.

AAA Member Rewards Credit Card

With the exclusive AAA Member Rewards Visa credit card you earn three points per dollar on all qualifying AAA purchases, two points per dollar on gas, grocery, and drug store purchases, and one point per dollar on all other purchases!* Choose from EXCLUSIVE rewards, including AAA vouchers, cash back, and more.

For information on the rates, fees, other costs, and benefits associated with the use of this credit card, please call toll-free 1-866-665-3581 and mention code VABCRW, visit AAA.com/creditcard, or apply instantly at your local AAA office.

*Earn 1 point per dollar of new net retail purchase transactions (qualifying purchases less credits, returns, and adjustments) charged to the card each billing cycle. Earn 2 points per dollar for purchases made with the card at any eligible gas, grocery, or pharmacy retail merchant categories as designated by us. Earn 3 points per dollar for purchases made with the card through any participating AAA Club when AAA is the merchant of record, or at eligible retail travel merchant categories as designated by us. Additional restrictions apply. Details accompany new account materials. This credit card program is issued and administered by FIA Card Services, N.A. Visa is a registered trademark of Visa International Service Association, and is used by the issuer pursuant to license from Visa U.S.A. Inc. © 2013 Bank of America Corporation

Members save more with AAA/Discover Bank FDIC-insured deposit programs

CDs and IRA CDs

- Preferred rates on 12-, 24-, and 60-month CDs with competitive rates on other CD and IRA CD terms
- No minimum deposit to open

Money Market Accounts

- Convenient cash access with a competitive rate
- Manage your account online or with the mobile app

Online Savings Accounts

- Competitive rates that have consistently beaten the National Averages[1]
- Easy online account management tools and fast and free online money transfers[2]

To learn more, call toll-free 1-888-728-3230 or visit AAA.com/deposits. Mention offer code AZBOOK.

1. National Average APYs based on rates of top 50 U.S. banks (by deposit) provided by Informa Research Services, Inc. as of 11/5/2013.
2. You may make up to six withdrawals from your Online Savings Account per statement cycle, including preauthorized automatic and telephone transfers.
Deposit Accounts offered by Discover Bank, Member FDIC.
©2013 Discover Bank.

Annuities

Plan your retirement portfolio with annuities offered through AAA. Whether you need lifetime income, protection from the market ups and downs, or just a competitive interest rate, AAA is there for you.

- Fixed and indexed annuities[1]
- Competitive returns to secure your future
- Possible tax-deferred earnings[2]

Call toll-free 1-888-870-9395 to schedule a no-obligation consultation at a local AAA office or visit AAA.com/annuity.

1. Annuities are offered through AAA Life Insurance Company and other Arizona licensed life insurance companies. Annuities are not considered short-term investments and are not FDIC insured. Surrender charges may apply. See your contract for specific benefits and limitations. Under current tax law, earnings withdrawn before age 59 1/2 may be subject to IRS penalty. AAA does not provide legal, tax, or financial advice. Therefore, you may wish to obtain independent legal, tax, or financial advice prior to the purchase of any contract. 2. IRAs and Qualified Plans already provide tax-deferral of earnings. There is no additional benefit from the annuity's tax-deferral feature. An annuity should be used to fund an IRA when its features, other than tax-deferral, are beneficial.

AAA Auto Finance

AAA Auto Finance can save you money on your car payment with low, member-exclusive rates on auto loans for new or used car financing, refinancing, lease buyouts, and person-to-person sales. Get approved before you buy your next vehicle to give you a significant negotiating advantage. For information, call toll-free 1-888-521-8830 or visit AAA.com/autoloan.

LifeLock® Identity Theft Services

Identity theft is one of the fastest growing crimes in the nation.[1] Help protect yourself and your family today. AAA members can try LifeLock FREE[2] for 30 days and save 15 percent on membership for life by using promotion code AZSAVE. Premier members receive six months FREE[2] by using promotion code AZPREMIER.

Visit AAA.com/lifelock or call 1-800-LIFELOCK (543-3562) to enroll.

1. Source: Social Security Administration. "Identity Theft And Your Social Security Number." SSA Publication No. 05-10064. August 2009.
2. At the end of the 30-day or six-month free period, your credit card will be billed automatically ($8.50 monthly/$93.50 annually), unless you cancel within the 30-day period. You can cancel anytime without penalty by calling toll-free 1-800-LifeLock. Offer is for new LifeLock members only.

Transportation Policy and Government Advocacy
At a national level, AAA actively represents the interests of motorists and other travelers for traffic safety, energy, environmental, travel, and tourism issues. Club experts testify before Congress on issues including safer highways and vehicles, drunk driving prevention, child passenger safety, graduated driver's license programs, and truck safety.

Locally, AAA Arizona is committed to advocating on behalf of motorists' rights on issues including traffic safety, teen driving, and consumer choice. AAA remains actively engaged in the legislative process, monitoring, supporting, or opposing legislation that may affect the safety, security, and peace of mind for our members.

Traffic Safety
AAA seeks to advance safety measures and allocate funding to maintain and improve highways. Club representatives sit on several committees and coalitions devoted to traffic safety and motorist rights.

AAA Arizona is also actively involved in community traffic safety education, offering information, resources and services to its members, schools, and the motoring public.

Driver Education
You can have confidence in AAA Arizona's Approved Driving School Network (ADSN) schools because they must meet AAA's standards, including quality AAA Approved course curriculum and AAA certified instructors. AAA also offers a variety of driver training modules, including Teaching Your Teens to Drive, teenSMART®, Roadwise Review, DriveSharp™, and Driver-ZED.

Resources for Teens
For teen drivers, AAA offers Permit Prep 101, a workshop designed to provide parents and teens with the critical information they need in the learning-to-drive process. The StartSmart e-newsletter also provides parents and teens valuable information and advice. In addition, Keys2Drive offers useful data, tips, and resources for parents and teens at AZ.AAA.com/teendrivers.

Resources for Seniors

AAA is dedicated to keeping road users driving as long and as safely as possible through a variety of mature driver resources. Safe Driving for Mature Drivers is a low-cost workshop designed to strengthen driving skills and knowledge of road rules, plus it can earn participants a discount on their car insurance. Drivers can also increase their safety on the road and ensure their vehicle fits their needs with a free CarFit assessment, and the Mature Driver Online Safety Course offers drivers age 55+ a discount on their AAA Auto Insurance policy upon completion. AAA also offers online exercises such as Roadwise Review, which measures physical and mental abilities shown to be the strongest predictors of crash risk among older drivers, and DriveSharp, which is clinically proven to help drivers see more, react faster, and cut crash risk by up to 50 percent. Learn more at seniordriving.AAA.com.

Child and School Safety

AAA offers programs and resources to show parents and caregivers how child passenger safety methods and pedestrian safety principles can save lives. AAA assists with crossing guard training programs and recognizes the top crossing guards each school year. The club also offers its members free car seat inspections and education to ensure children are seated safely.

For more information on AAA's advocacy efforts and traffic safety programs, visit AAA.com/trafficsafety.

PHONE

MEMBERSHIP SERVICES	**602-650-2700** **1-800-352-5382** Mon – Fri, 8 a.m. – 8 p.m. Sat, 8 a.m. – 5 p.m.
Sales	Ext. 4813
Service	Ext. 4814
AUTOMOTIVE SERVICES	
Roadside Assistance	**1-800-AAA-HELP (222-4357)**
AAA Auto Repair	**1-888-505-2337**
AAA Approved Auto Repair	**1-800-352-5382, ext. 2292**
Mobile Battery Service	**1-800-AAA-HELP (222-4357)**
Mobile Auto Glass	**1-855-AAA-GLASS (222-4527)**
Car Buying Service	**1-877-943-3539**
Hertz Rental Program	**1-800-654-3080**
FINANCIAL SERVICES	
Financial Services Office Agent	**1-888-870-9395**
AAA Member Rewards Visa®	**1-866-665-3581**
CDs, IRA CDs, Money Markets, and Online Savings Accounts	**1-888-728-3230**
Auto Finance	**1-888-521-8830**
LifeLock®	**1-800-LIFELOCK (543-3562)**
INSURANCE SERVICES	**602-650-2700** **1-866-779-1500**
Sales	Ext. 4806 Mon – Fri, 8 a.m. – 9 p.m. Sat, 9 a.m. – 8 p.m. Sun, 9 a.m. – 6 p.m.
Service	Ext. 4805 Mon – Fri, 8:30 a.m. – 5 p.m.
TRAVEL SERVICES	**602-650-2700** **1-877-934-6222** Mon – Fri, 8:30 a.m. – 5:30 p.m.
Hotels and Rental Cars	Ext. 4808
Maps, TourBook, TripTik	Ext. 4802
Cruises and Tours	Ext. 4810

AAA OFFICES

Chandler
4040 W. Ray Road, Suite 2
602-230-3601

Goodyear*
14175 W. Indian School Road
Suite A-8
602-230-3170

Mesa*+
4126 E. Valley Auto Drive
602-241-3901

Paradise Valley*
4046 E. Greenway Road
602-230-3201

Peoria+
7422 W. Thunderbird Road
602-230-3101

Phoenix
742 E. Glendale Ave.
Suite 182
602-285-6241

Prescott
172 E. Sheldon St., Suite C-100
928-541-8600

Sun City West*
19802 R.H. Johnson Blvd.
Suite 141
602-230-3301

Tucson East
8204 E. Broadway Blvd.
520-258-0504

Tucson West
6950 N. Oracle Road
520-258-0505

AAA AUTO REPAIR

Chandler
301 N. Arizona Ave.
602-230-3690

Chandler West
6205 W. Chandler Blvd.
602-230-3600

Mesa*+
4126 E. Valley Auto Drive
602-241-3900

Paradise Valley
15439 N. 40th St.
602-230-3200

Peoria+
7422 W. Thunderbird Road
602-230-3100

Phoenix
1050 E. Camelback Road
602-230-3401

Scottsdale
15509 N. Hayden Road
602-248-3700

Tucson
3870 W. River Road, Suite 102
520-258-7708

Visit AAA.com/offices for hours and directions.

* Vehicle Title and Registration services are available at this location.
\+ Hertz rental cars are available on site.
Electric vehicle charging station on site.

Online

AAA has built an online office just for you at AAA.com and it's open 24 hours a day, 365 days a year!

- Plan and book vacations at member-only rates
- Get maps and directions
- Find local AAA Member Discounts partners
- Request an auto, home, or life insurance quote
- Open an account with preferred member rates on 12-, 24-, and 60-month CDs/IRA CDs and competitive rates on money market and online savings accounts.
- Get an instant quote on a new AAA battery
- Locate AAA Owned and Operated or AAA Approved Auto Repair shops
- Find a new or pre-owned vehicle
- Sign up for e-newsletters to stay up-to-date on member benefits and special offers
- Sign up for a free online account to access online shopping discounts, request roadside assistance online, and more
- Use your online account to manage your membership and sign up for Automatic Renewal
- Find us on Facebook and Twitter at AAA.com/social

Mobile Solutions

For members on the go, AAA offers products and services in a format that fits your lifestyle.

SMARTPHONE APPS

Download free iPhone and Android apps, including AAA Mobile, AAA Insurance, and AAA Auto Buying Tools. Learn more at AAA.com/mobile.

GAS PRICE ALERTS

Sign up for AAA Gas Price Alerts and get a weekly text with the lowest gas price in your zip code. Visit AAA.com/gasalerts.

ETOURBOOK GUIDES

Download eTourBook guides for your e-reader or smartphone at AAA.com/ebooks.

The following Terms and Conditions describe the membership benefits and services provided by AAA Arizona and are not necessarily the same as those offered by other AAA clubs. Membership benefits, prices, terms, and conditions are subject to change without notice.

Roadside Assistance

Service applies to all properly licensed and insured four-wheeled and dual-wheeled motor vehicles, pleasure or recreational type, and all licensed and insured motorcycles authorized to travel on a public road, regardless of license plate designation, if those services can be safely delivered as determined by AAA or the servicing contractor. Service eligibility may be restricted by membership level or vehicle type and all eligibility of service will be determined by AAA on a case by case basis. See limitations and exclusions for more detail. Camper trailers, toy haulers, camper vans, trucks with cab-over campers, RVs, trailers with living quarters, and unloaded boat trailers are covered for all services exclusively under the Plus RV membership level, if those services can be safely delivered as determined by AAA or the servicing contractor. Rented passenger vehicles and commercial vehicles are eligible for service with the exception of taxi cabs and limousines. AAA Arizona requires the member to be with the vehicle when providing service. If you are unable to remain with the vehicle due to safety concerns, alternative arrangements can be made with the dispatcher.

SCOPE OF SERVICE

AAA does not guarantee that our contracted service facilities will always have the equipment to provide the required service. If your vehicle cannot be made operable, towing will be provided in accordance with AAA Arizona's towing guidelines, one (1) tow per disablement. In some cases the service facility may deem the required services cannot be provided under their contractual agreement with AAA Arizona. When the service required is excluded from AAA Arizona coverage, we will attempt to secure assistance through our provider network to which the member will pay prevailing commercial rates. If needed, AAA Arizona will assist in obtaining lodging or alternative transportation at the member's expense. Charges for service that exceeds the benefit listings will be at the prevailing hourly or mileage rate of the region where service is provided. In most areas, contract facilities are independent businesses and are not employees of AAA Arizona or its affiliates. Responsibility for loss, damage, or unsatisfactory workmanship remains with the facility providing the service. Notify the facility as soon as possible. AAA Arizona will assist by mediating unresolved issues.

ALTERNATE SERVICE

If you have followed the procedure outlined to obtain roadside assistance (see page 4), and AAA Arizona service is not available, or AAA Arizona contractor access is restricted (toll roads, limited access highways), AAA Arizona 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 Arizona service was available, but not requested, reimbursement may be limited to the amount AAA Arizona would normally have paid for the covered service.

Request for reimbursement consideration must be received in writing by AAA Arizona with the appropriate documentation within 60 days of the service date. The request should include an itemized receipt from the service provider, listing the member's name, vehicle, and services rendered. AAA Arizona may adjust or deny reimbursement for

services provided by individuals or companies not normally engaged in providing roadside assistance. AAA Arizona may deny reimbursement if the member has already received or will receive reimbursement through other sources. Delays in service are sometimes unavoidable due to high demand for service, weather conditions, traffic delays, equipment availability, and breakdown location. Alternate service sought due to such delays may not be reimbursable. Reimbursement for services, including services received outside of Arizona, will only be considered for those membership services that AAA Arizona provides without charge. Reimbursement will be considered for breakdown service received only in the U.S. and Canada. Certain terms, conditions, and exclusions apply and are subject to change without notice. When reimbursement is provided, a service entitlement will be deducted from the membership. Reimbursement is not provided for such expenses as taxi services, telephone calls, rental cars, etc. Request a Reimbursement Application from Member Relations or visit AAA.com to download the form. Reimbursement considerations should be sent to AAA Arizona, Member Relations, P.O. Box 10370, Phoenix, Arizona 85064-0370.

Limitations and Exclusions

Services not provided

Golf carts are not eligible for jump-start or battery service. Additionally, motorcycles are not eligible for jump-start, battery, or tire change services. In all instances, alternative arrangements (tow, etc.) will be made by AAA to assist.
Service for taxi cabs or limousines.
Towing abandoned vehicles, recovered stolen vehicles, illegally parked vehicles, or damaged vehicles to a disposal facility or to any other location where the intent is to sell or dispose of the vehicle.
Service for vehicles not accessible from a normally traveled and established road.
Service when street or weather conditions do not allow safe movement, especially on non-paved roads, including county-maintained dirt roads.
Removal or installation of snow tires, snow chains, or other like equipment.
Snow shoveling around vehicle, or clearing a road or driveway.
Repairs, diagnosis, battery charging, tire repair, tire rotation, parts, or delivery of parts, which may require additional payment.
Service when the disabled vehicle cannot be safely reached and properly serviced without damage to either the disabled vehicle or to the service vehicle. Loaded vehicles, which may require special equipment or may cause providing service to be dangerous.
Service to vehicles altered from original design, if such alteration makes it likely that damage will occur as a result of the tow, or service to vehicle that requires special rigging or configuration of the tow truck in order to tow.
Fuel beyond that needed to get to the nearest open service station or fuel for use in portable onboard generators, boat engines, snowmobiles, or jet skis.
Towing charges for police-directed tows for violation of laws or ordinances.

Storage or impound charges.
Locksmith services used for anti-theft devices such as “The Club.”
AAA Plus RV: Service to travel trailers or fifth-wheel trailers without living quarters. Service to boat trailers or non-recreational trailers greater than 22 feet. Extrication for boat trailers immersed in water. Associated costs for removing or replacing a boat from trailer.

Automotive Benefits and Services

Show your AAA membership card at any AAA Approved Auto Repair facility and receive these benefits:

Written Estimate: Provided upon request, which cannot be exceeded by 10 percent without member authorization.
Guarantee: A guarantee for the effectiveness of repairs, parts, labor, or components for 12 months or 12,000 miles, whichever comes first, unless otherwise indicated on the repair order. The member must be advised as soon as this is determined by the approved facility. This must be documented in writing.
Replacement Parts: On request, any replaced parts will be made available, excluding parts to be returned to the manufacturer under warranty or exchange policy.
Dispute Resolution: The repair facility will cooperate fully with AAA in the investigation and resolution of any dispute involving the facility and a AAA member, and abide by AAA’s decision.
Maintenance Inspection: On request, the approved facility must perform a maintenance inspection, at no additional charge, when servicing the member’s vehicle. Member must produce a valid AAA membership card.

Accident Away from Home Protection

Accidents that occur more than 100 miles from home can result in unexpected expenses. Accident Away from Home protection takes away some of the financial burden if a member’s vehicle is inoperable as a result of a traffic accident. Classic members are eligible for up to $1,500 reimbursement and AAA Plus or AAA Premier members for up to $2,500 reimbursement for the following services (occurring within 72 hours) while the vehicle is being repaired: local meals and lodging, commercial car rental, and commercial transportation to travel destination.

Conditions for reimbursement:

1. Membership must be fully paid at the time of the traffic accident.
2. The accident must occur more than 100 miles away from home.
3. The member must be driving the vehicle when the accident occurs and be legally licensed to drive.
4. The vehicle must require repairs to make it operable.
5. Covered services must be used and paid for by the member.

Coverage ends 72 hours following the accident, or when the vehicle is repaired, or when the travel destination is reached, whichever occurs first. Reimbursement will not automatically equal $1,500 for AAA Classic or $2,500 for AAA Premier or AAA Plus members. The member

will be paid only for covered services used and paid for within the coverage period. Reimbursement amounts are subject to change at any time. Approved claims under the program will be paid by check, directly to the member. The term "accident" means the actual colliding of a vehicle with another vehicle or object (not mechanical failure). "Local meals and lodging" must be purchased in the vicinity of the accident and station, garage, or body shop where the vehicle is being repaired. "Commercial car rental" refers to a four-wheeled, motor-driven vehicle obtained from any bona fide vehicle rental agency. "Commercial transportation" refers to scheduled trips on a common carrier that has been licensed to carry passengers for hire.

Please follow these steps to receive reimbursement.

1. Report the accident to local, county, or state police, and obtain a complete copy of the police report.
2. Secure itemized and receipted bills covering vehicle repairs, or proof that the vehicle was a total loss.
3. Secure itemized and receipted bills covering local meals and/or lodging, car rental and/or commercial transportation.
4. Request a claim form from the Member Relations department of AAA Arizona or visit AAA.com to download the form.
5. Submit the claim report, police report, and original itemized receipts, within 60 days of the date of the accident, to: AAA Arizona, Member Relations, Attn: Accident Away From Home Protection, P.O. Box 10370, Phoenix, AZ 85064-0370.

Reimbursement does not cover:

1. Member/driver convicted of driving under the influence of alcohol or narcotics.
2. Meals, lodging, or transportation provided by relatives or friends.
3. Insurance fees for commercial car rental.
4. Trailer rentals.
5. Expenses for any service used 72 hours or more after the accident.

Legal Benefits and Services

$1,000 Bail Bond

Most state jurisdictions will accept your AAA membership card for up to $1,000 bail bond, in lieu of cash. The member must notify AAA Arizona as soon as possible after using this bond. This is not an appeal bond. The member is required to reimburse AAA Arizona for any losses sustained by the posting of this bond or any certificate in lieu of bond. The membership must be current and fully paid at the time of the citation.

The bail bond covers any violation of a motor vehicle law or ordinance committed prior to the expiration date shown on the card, except for crimes or offenses involving: driving while under the influence of intoxicating liquors or drugs or narcotics, failure to appear on prior traffic violations, driving on a suspended or revoked driver's license, reckless driving, hit and run, failure to present evidence of insurance, illegal use or falsification of license or registration, or attempt to elude or eluding a police officer.

$5,000 Theft-Reward Protection

AAA Arizona will pay a $5,000 reward for information leading to the arrest and conviction of anyone stealing a member's automobile that displays the AAA membership sticker. The member/vehicle owner, his/her immediate family, and other relatives are not eligible to receive this reward.

Legal Reimbursement

If arrested and tried for a motor vehicle violation while driving a private passenger vehicle, AAA Arizona provides reimbursement for defense attorney fees, up to $1,500, in amounts not exceeding those listed in the schedule of payment. The membership must be current and fully paid at the time of the citation.

The amount of reimbursement is not intended to establish the fee charged by an attorney to defend a member in court.

Legal Reimbursement Schedule of Payments

Up to $300 for attorney's appearance at preliminary hearing in vehicular manslaughter case.
Up to $600 for attorney's appearance at trial in vehicular manslaughter case.
Up to an additional $600 for attorney's appearance at appeal in vehicular manslaughter case.
Up to $100 for attorney's appearance at trial on a charge of reckless driving or driving to endanger.
Up to an additional $200 for attorney's appearance at appeal in reckless driving or driving to endanger case.
Up to $50 for attorney's appearance at trial on alleged violation of motor vehicle law.
Up to an additional $50 for attorney's appearance at appeal for violation of motor vehicle law.

To receive reimbursement for the cost of legal service, please follow these guidelines:

1. Appear in court with lawyer and plead not guilty to the charge.
2. Request an application form from the Member Relations department of AAA Arizona. Complete the form and secure a copy of the arrest citation and a paid, itemized receipt on lawyer's stationery showing the nature of the violation.
3. Send the completed application form and requested documents within 60 days after the trial and appeal (if any) to: AAA Arizona, Attn: Legal Reimbursement, P.O. Box 10370, Phoenix, AZ 85064-0370.
4. Since this is a reimbursement service, payment will be made only if lawyer is paid.

Reimbursement does not cover:

1. Legal services required for any violation involving alcohol or narcotics.
2. Legal services required for any violations involving driving on an expired, suspended or revoked license/registration; or for failure to appear on prior violations.
3. Lawyer's assistance in completing accident reports.
4. Payment of fines, court costs, or witness fees.

Term of Membership

It is our policy to consider a membership in active status (or good standing) up to valid expiration date. Membership is considered in renewal status if renewal payment has not been received or processed from time of expiration up to 90 days post expiration. If service is requested during the renewal term, the member is required to pay their membership dues. When renewed, the new term will run one year from the expiration of the prior term. In all cases, the expiration date of membership remains the same.

Termination: AAA Arizona reserves the right to cancel a membership for nonpayment of dues or for any other reason deemed to be in the best interest of the members of AAA Arizona as determined by AAA Arizona in its sole and absolute discretion. All membership benefits and AAA insurance discounts, including automobile and travel medical insurance coverage included with membership or purchased separately through AAA, terminate at the time a membership is cancelled. AAA reserves the right to discontinue or change benefits, services, or prices at any time, without notice.

Mediation and Arbitration

Any dispute arising out of or relating to these Terms and Conditions will be settled by AAA Arizona and the member as expeditiously and economically as possible. Therefore, the member agrees to submit any dispute to mediation and, if necessary, arbitration, as described below. The member waives any rights to trial by jury with respect to such dispute. The dispute resolution proceedings shall be conducted in Phoenix, Arizona, in the English language. The member also agrees to use the following procedures in good faith to resolve any dispute:

Mediation: All disputes and controversies relating to the interpretation, construction, performance, or breach of these Terms and Conditions which cannot be resolved by AAA Arizona and the member shall be submitted to mediation before a mediator who will be selected by mutual agreement between AAA Arizona and the member, or if an agreement is unable to be reached, in accordance with the procedures of Judicial and Arbitration Mediation Services (JAMS). If AAA Arizona and the member are unable to resolve the disputes and controversies through mediation, either party shall have the right to proceed to arbitration as described below. All fees, costs, and expenses of the mediator and mediation facilities shall be borne equally by AAA Arizona and the member, and all fees, costs, and expenses of each party other than those for the mediator facilities shall be borne and paid for by the party who incurs them.

Arbitration: Any dispute or controversy relating to the construction, performance, or breach of these Terms and Conditions which is not resolved by mediation shall be settled by arbitration in Phoenix, Arizona, by JAMS, in accordance with the arbitration rules of JAMS then in effect, before a single arbitrator. Such arbitration will be final and binding on both AAA Arizona and the member, no appeals may be taken therefrom, and judgment upon any award rendered may be entered in any court having jurisdiction therefore.

Limitation of Liability: In no event shall AAA Arizona be liable for any indirect, incidental, special, punitive or consequential damages, such as loss of profits, increased or duplicate costs, business interruption, loss of data, cost of cover, or loss of savings, even if AAA Arizona has been advised of the possibility of such damages, whether through AAA Arizona's negligence or not. Some jurisdictions do not allow the exclusion or limitation of liability for incidental or consequential damages, so the above limitation or exclusions may not apply to the member. In such cases, AAA Arizona's liability shall be limited to the refund of the annual membership fees paid by the member to AAA Arizona.

The remedies specified herein are exclusive. In no event shall AAA Arizona's maximum aggregate liability to the member or to any third party for any damages whatsoever arising under the membership or in connection therewith, however caused, and on any theory of liability, including contract, strict liability, negligence, or other tort, whether or not arising from AAA Arizona's negligence, shall in no event be greater than the total amount paid or due for payment by the member for annual membership fees with AAA Arizona. These limitations shall apply notwithstanding any failure or essential purpose of any limited remedy.

Governing Law, Venue, Severability: These Terms and Conditions will be governed by and construed in accordance with the laws of the state of Arizona. If any provision of these Terms and Conditions is found invalid or unenforceable, it will be enforced to the maximum extent permissible, and the legality and enforceability of the other provisions of these Terms and Conditions will not be affected.

Privacy Policy

Respecting the privacy and security of your personal information is important to us. Please review our privacy policy at AAA.com.

We Appreciate Your Comments

AAA Arizona is committed to total member satisfaction, and we're dedicated to providing high-quality products and personalized service. Your comments will help us determine which products and services to offer, so we can continue to exceed expectations.

Please send comments via e-mail to member.relations@arizona.aaa.com or by mail to: AAA Arizona, Member Relations, Attn: Comments, P.O. Box 10370, Phoenix, AZ 85064-0370. Should you have any questions regarding your membership or require additional information, please call toll-free 1-800-564-6222.

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CALL 1-800-352-5382
VISIT AAA.COM
OR STOP BY