



AAA Arizona
Premier Membership
Guide to Services



THERE WHEN YOU NEED US MOST®



The Finer Points of Premier Membership

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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.

Toll-free 1-877-222-7447

24 hours a day, 7 days a week

CONCIERGE SERVICES*

As a AAA Premier member, you have access to many services when traveling on a domestic or international leisure vacation 100 miles or more from your primary residence.

Call 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

Some conditions apply to the benefits and services provided by AAA Arizona, Inc. and/or its affiliates ("AAA"), which are subject to change without notice. See the "Terms, Conditions, and Limitations" section of this Guide to Services as well as the current AAA Arizona Member Handbook for additional important information. The most current version can be found at AAA.com/handbook. Please be advised that some of the benefits discussed in this Guide to Services are provided by third parties or affiliates of AAA Arizona, including but not limited to AAA Roadside Assistance, LLC.

* AGA Service Company is the administrator for these plans. The description is a summary and intended for informational purposes only and does not include terms, conditions, and exclusions of the policies described. Refer to the actual policies for complete terms, conditions, and exclusions of coverage.

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 (if not to responding station) 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 for non-collision related events in the United States or Canada, are eligible* through Hertz, AAA's preferred rental car provider, for one free rental day at participating Hertz locations per household per membership year.

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

* See the "Terms, Conditions, and Limitations" section.

Auto Lockout Service

AAA Premier members are entitled to the highest level of lockout coverage, up to \$150 in locksmith services per incident 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 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 a AAA Mobile Battery Service vehicle to save you time and hassle. AAA Premier members receive an extra \$10 off any new battery purchased during a roadside assistance call*, in addition to the \$25 member discount.

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

Oil Change Discount

AAA Premier members receive \$5 off** oil changes at all AAA Owned and Operated Auto Repair facilities in Arizona. Please visit AAA.com/repair for locations and hours of operation or call 1-877-222-7447.

How to use: Simply show your AAA Premier card to the AAA Auto Repair service advisor.

* With some exceptions, AAA batteries are available for most vehicle makes and models. Mobile battery replacement is not available in all areas. Member pays for battery. Some battery installations may require additional fees.

** This discount may not be combined with other offers, discounts, or coupons. Limited to five times per AAA Premier member per membership year.

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 in the United States and Canada. If your trip is delayed due to mechanical breakdown, an accident, car theft, unexpected illness or injury, or severe weather, you can be reimbursed up to \$1,500 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 "Terms, Conditions, and Limitations" section of this Guide to Services for claim information.

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

* AGA Service Company is the administrator for this plan.

HERTZ GOLD PLUS REWARDS® MEMBERSHIP

In addition to free membership in Hertz Gold Plus Rewards®, newly enrolled AAA Premier members will receive Bonus Points after the first qualifying Gold rental – enough for two free weekend rental days! Complete the online registration once and you'll never have to repeat your personal information and preferences when making a reservation. Plus, your AAA discount will automatically be applied to your reservation.

Enjoy the convenience provided by Hertz Gold service and bypass the rental counter at more than 1,000 locations around the world. Names and pre-assigned car spaces appear on a lighted board to direct renters to the vehicles containing the preprinted rental agreement. Vehicles are picked up and returned under weather protected areas. No waiting in long lines, simply show your driver's license at the exit gate and you're on your way.

How to use: Please visit AAA.com/hertzgold for complete details and to register for this benefit.

PREMIER MEMBER DISCOUNTS

TRAVEL STORE DISCOUNT

Receive 15 percent off* already discounted member prices on all Travel Store purchases made in AAA offices. Refer to the Member Handbook or visit AAA.com/offices 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 office.

AAA DISCOUNTS & REWARDS® DEALS DISCOUNT

Receive an additional 5 percent off already discounted member prices on limited time offers for restaurants, products, activities, and more.

How to use: This discount will be automatically applied when purchasing AAA Discounts & Rewards *Deals* using your AAA Premier membership number. Visit AAA.com/deals to sign up for deal emails.

* The discount does not apply to clearance items.

HOME LOCKOUT SERVICE

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 \$100 in locksmith services 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 \$100 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 \$100, 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 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 Relations at 602-650-2700, ext. 2955, or visit AAA.com/premier.

IDENTITY THEFT MONITORING

Identity theft is one of the fastest growing crimes in the U.S. To help you watch over your identity, AAA is now offering members ProtectMyID® identity theft monitoring provided by Experian®. You can choose to enroll in the *Essential* plan with no charge to you as a AAA member – a \$79 value. Plus, Premier members receive \$10,000 in Identity Theft Insurance*. Get even more benefits with the *Deluxe* package, including ChildSecure®, for \$8.95 a month. Monitoring your identity has never been more important.

How to use: Please visit AAA.com/idtheft or call toll-free 1-877-440-6943 to enroll.

*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include terms, conditions and exclusions of the policies described. Refer to the actual policies for complete terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ProtectMyID Essential and ProtectMyID Deluxe are provided by Consumerinfo.com, Inc., an Experian company. To be eligible to enroll in either ProtectMyID Essential or ProtectMyID Deluxe, you must be 18 years of age or older and a current AAA member. Products subject to change or termination at any time without notice. Certain terms, conditions, and restrictions apply. Valid AAA membership required of time of enrollment.

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 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 in addition to or enhancements of Classic and Plus benefits.

WAITING PERIOD

AAA Premier benefits are available four days after AAA receives the dues payment. If upgrading from Classic or Plus, the current level of coverage remains in effect during the four-day waiting period. For new AAA members joining at the Premier level, Classic level benefits (except Accident Away From Home Protection) are available during the waiting period. See the current AAA Arizona Member Handbook for benefit information.

DEFINITIONS

“AAA Premier Member” means a AAA Premier member, AAA Premier adult associate, or AAA Premier dependent associate in good standing.

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

“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.

“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.

“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.

“Primary Residence” means the AAA Premier member’s billing address, which is recognized by AAA and which must be in the United States.

“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.

“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.

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. AAA 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.

EMERGENCY BREAKDOWN RENTAL CAR PROGRAM

Standard Hertz rental qualifications, including age restrictions, and other restrictions apply. Surcharges and optional service charges such as refueling are the renter's responsibility. Rental cars are 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 AGA Service Company.

GENERAL TRIP INTERRUPTION AND VEHICLE RETURN PROGRAM PROVISIONS*

The following is not a policy or contract of insurance, but is a 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. 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 BENEFIT

What Is Covered

Covered Persons on Covered Travel are reimbursed up to \$1,500 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.

* Trip Interruption and Vehicle Return Benefits are underwritten by BCS Insurance Company. AGA Service Company is the licensed producer and administrator for this plan.

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

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:

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. The most current version can be found online at AAA.com/handbook.

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

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. The coverage only extends to Covered Travel in the United States and Canada.

What Is NOT Covered

In addition to the exclusions listed under Trip Interruption Benefit coverage, Vehicle Return Benefit 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.**

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 AGA Service Company within 60 days from the date of loss or as soon after that date as is reasonably possible.**

Once you report a claim, the AGA Service Associate 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 AGA Service Company 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 AGA Service Company 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 AGA Service Associate will confirm your enrollment and provide you with assistance.

The terms and conditions in the Guide to Services supplement the Member Handbook, subject to change without notice. The most current version can be found at AAA.com/handbook.

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CALL 1-877-222-7447
VISIT AAA.COM
OR STOP BY

