MEMBER GUIDE

TABLE OF CONTENTS

Membership Information ........................................ 1  Member Services ............................... 7
Roadside Assistance ............................................. 2  Insurance ........................................ 8
Types of Roadside Assistance Services ................... 3  Toll-Free Numbers & Branch Locations .......... 11
Travel ........................................................... 5  Privacy Policy .................................... 12
Automotive ......................................................... 6

MEMBERSHIP INFORMATION

This Member Guide describes your AAA Tidewater Virginia member benefits. All members are entitled to receive Classic benefits. Members who have paid the AAA Plus®, AAA Plus RV, AAA Premier®, or AAA Premier RV dues are entitled to receive the AAA Plus or AAA Premier benefits, as applicable. AAA Plus RV or AAA Premier RV extend your Roadside Assistance benefits to include motor homes, travel trailers, motorcycles and pick-up trucks with campers (including fifth wheel campers) in areas where available. Extended Roadside Assistance services for AAA Plus®, AAA Plus® RV, AAA Premier® or AAA Premier® RV benefit levels, are effective seven (7) calendar days after upgrade is processed, and receipt of the full payment due. A non-refundable service fee applies each time you use Roadside Assistance on the same day you become a member. See AAA.com/servicefee for fee amount.

When you upgrade, you are upgrading for everyone on your membership. Membership is for personal, non-commercial use. Members cannot transfer or sell their membership, membership benefits or any roadside assistance service calls to any other person. Without limiting any other rights or remedies it may have, AAA Tidewater Virginia may cancel the membership, and seek payment of any costs incurred as a result of such misuse.

AAA Membership
All applications and renewals are subject to approval and acceptance by AAA Tidewater Virginia. If at any time during the year you decide that AAA is not for you, we will give you a prorated refund of your membership dues paid, exclusive of the new member admission fee and discounts. Membership eligibility, dues, fees, services and benefits are subject to change without notice. Returned checks and returned electronic payments may be re-presented electronically for payment. Each returned check and returned electronic payment is subject to a returned payment fee. For returned electronic payments, this fee may be debited electronically.

AAA Primary and Associate Memberships
The first membership in your household is the Primary Membership.

An Associate Member must be of legal driving age and reside in the same household as the Primary Member. Associates enjoy the same membership benefits as Primary Members. Primary Members are responsible for the conduct and the service demands of his or her Associates and any costs to AAA Tidewater Virginia incurred as a result of misuse of benefits by Associates under the membership. A maximum of six (6) associates are allowed per membership. An individual may be a member on only one membership at a time.

Membership Renewal
AAA Tidewater Virginia membership is valid for one year (excluding special offers and promotions). The day and month and, in most cases, year that your membership expires appears on your membership card.

Membership may be renewed annually upon payment of applicable annual membership dues. Prior to the expiration of your membership, you will receive one or more renewal notices. These notices will state the names of the current Primary and Associate Members, the current services, and the total membership dues required for renewal. You may add or change Associate Members and services if desired. Your renewal payment is due as of your membership expiration date. We will accept renewal payments for up to 90 days after your membership expiration date. If you renew your membership prior to your membership expiration date or within 90 days thereafter, your original membership number, membership join date and membership expiration date will remain unchanged and your renewed membership term will expire one year from your membership expiration date, even if such new expiration date is less than one year from the date you paid for your renewal. AAA Tidewater Virginia will continue to provide most membership benefits and services to you after your membership expiration date for a limited period of time; however, if you do not renew, you will be billed a service charge for certain services used during such period.

If you prefer not to renew, you may purchase a new membership at any time subject to all applicable new membership policies. New memberships are issued with new membership numbers, no prior “membership years,” and may require payment of certain non-refundable fees, such as a new member admission fee. New memberships expire one year (excluding special offers and promotions) from the membership join date.
Membership Cancellation Policy
AAA Tidewater Virginia may cancel any Primary or Associate Membership if the conduct of the Primary or Associate Member is determined to be harmful to the welfare, standing, or best interest of AAA Tidewater Virginia, its employees, or its members. Membership may also be cancelled if the service demands of the Primary Member or Associates are determined to be excessive. Primary Members are responsible for the conduct and the service demands of their Associates.

AAA Auto Pay
By enrolling in AAA Auto Pay, your membership dues will be on automatic payment and your membership will renew automatically for 1 year unless you call us at 800.501.4222 or visit your local branch to cancel AAA Auto Pay or your membership prior to your membership expiration date. Each year, we will send you a statement of your current services and renewal dues amount no less than 30 days prior to your expiration date. We will charge the dues shown on your statement about 10 to 15 days before your expiration date from your credit/debit account on file if paying by credit or debit card, or about 1 business day before your expiration date from your checking account on file if paying with ACH payment.

You agree that we may contact you at the phone number on file via a prerecorded voice message, auto-dialer, or text message in the event your AAA Auto Pay fails or in other circumstances related to AAA Auto Pay or your membership. Payments that cannot be processed or payments returned unpaid or otherwise rejected by your financial institution may result in cancellation of AAA Auto Pay enrollment and membership. Returned checks and payments electronic payments will be re-processed electronically for payment. Each returned payment is subject to a returned payment fee, which may be debited electronically. For fee amount, visit AAA.com/AutoPay.

If your card issuing financial institution participates in the Card Account Updater program, we may receive updated card account number and/or expiration date for your card on file. Unless you opt out of the program with your card issuer, we will update our files and use the new information for AAA Auto Pay. We will not receive updated information if your account has been closed.

Collecting Your Contact Information
As a membership organization, it’s vital for AAA to have our members’ current contact information (e.g., address, phone and email) in order to provide member benefits and to inform members of the various products and services offered by AAA. We will ask for your contact information when you first become a member. Thereafter, when you contact us, we will ask for your contact information to authenticate your identity and to ensure that we have your most current contact information. If you provide an email address, we will send you emails informing you of Member products and services, unless you unsubscribe.

Non-Solicitation Request
If you do not want offers from us or our affiliates, please contact your local AAA Tidewater Virginia branch or write to AAA Tidewater Virginia, Attention: Member Privacy, PO Box 25001, Mail Stop A112, Santa Ana, CA 92799-5001 and provide your full name and street address, membership number, telephone number and email address along with your request to be placed in our Do Not Solicit file. Your request will take effect within 60 days of our receipt. You will continue to receive Tidewater Traveler magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices. We send a privacy notice annually, as required by law. We reserve the right to modify this Notice at any time.

ROADSIDE ASSISTANCE

Roadside Assistance
You may request Roadside Assistance three ways:
- Call 1.800.AAA.HELP (4357)
- Clicking “Request Roadside Assistance” on the AAA Mobile App
- Clicking “Call for Roadside Assistance” at the top of the AAA.com homepage

Calls placed to our 24-hour call centers may be recorded to increase our ability to monitor the quality of service and assist in addressing member concerns. Please contact us and cancel your service request immediately if you no longer need assistance.

When requesting service, be prepared to provide:
- Your name and AAA membership number
- Telephone number from which you are calling or can be contacted
- The exact location of your vehicle and nearest cross streets
- Make, model, year, color and license plate number of the vehicle
- Nature of the trouble

A SAFETY MESSAGE
If you are concerned for your safety or for the safety of others, tell the AAA Tidewater Virginia service representative or the service provider.

Procedures have been established to assist members in certain situations.

When requesting Roadside Assistance, it is very important to give an accurate location for you and your vehicle. If you are unsure of the vehicle’s location, or you prefer not to remain with your vehicle, advise the service representative, who will work with you to establish a mutually agreeable location for the service driver to meet you. Accept service only from service providers that display the AAA or AAA Tidewater Virginia emblem.

YOUR AAA MEMBERSHIP CARD IS YOUR KEY TO SERVICE
To receive Roadside Assistance, you must present your AAA membership card or dues receipt and a matching valid driver’s license or other state or federally issued photo identification to the service provider when the service vehicle arrives. Your identification may be scanned or swiped to verify your identity and authenticity of your identification. You must provide a driver’s license for identification if you are the driver.

Service is available only to the person named on the membership card who is the driver of or a passenger in the vehicle at the time of the vehicle disablement. AAA memberships are not transferable, and membership service is not provided to non-members. Other members of your household who want Roadside Assistance must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and matching valid driver’s license or other state or federally issued photo identification are presented at the time of service, you will be required to pay for the service provided at commercial rates.

If a member is injured in an automobile collision, the service provider, when requested, will take possession of the vehicle and hold it until receiving instructions from the member. Any storage fees will be the responsibility of the member.

ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS
Each AAA Tidewater Virginia cardholder is entitled to four (4) Roadside Assistance service calls or reimbursements for personal, non-commercial use per membership year at no charge, subject to the service limitations and conditions in this guide. There will be a service charge for each additional service call after the fourth service call or reimbursement. AAA Tidewater Virginia may require immediate payment of a service charge by credit or debit card for “Classic” benefit level service before providing Roadside Assistance on the fifth or subsequent service request in a membership year. Additional charges for Roadside Assistance service beyond the “Classic” benefit level, such as towing beyond 5 miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extraction/winching and tire change service for RVs and motorcycles, will be payable by the member directly to the service provider at the time of service at such service provider’s applicable rates. If the member is unable to provide a valid credit or debit card to AAA Tidewater Virginia at the time of service request or the charge is not approved by the credit or debit card company,
AAA Tidewater Virginia may send service on a “Cash on Delivery” (COD) basis, meaning all charges payable by the member will be paid directly to the service provider at the time of service at such service provider’s applicable rates. If a cardholder has an unpaid service charge balance and contacts AAA Tidewater Virginia for Roadside Assistance service, AAA Tidewater Virginia may require immediate payment of both the unpaid balance and the service charge for the current service call before providing service. The nonpayment of a service charge may result in cancellation of membership.

### TYPES OF SERVICE

- **MINOR MECHANICAL FIRST AID**
  When it is safe, minor repairs may be attempted at the scene to place the vehicle in a drivable condition. These repairs cannot be guaranteed, and members should immediately proceed to a repair facility to consult a mechanic. AAA Tidewater Virginia cannot guarantee the availability of repairs. The AAA Tidewater Virginia service representative or the service provider can assist you in locating a local AAA Car Care Center or AAA Approved Auto Repair facility, upon request.

- **FLAT TIRE SERVICE**
  If the vehicle’s spare tire is inflated and serviceable, it will be installed to replace a flat tire, if possible. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit.

- **BATTERY JUMP START**
  If your vehicle’s battery is dead, the service provider driver will jump-start your vehicle if possible. If it cannot be started, towing will be provided under the towing benefit.

- **AAA MOBILE BATTERY SERVICE**
  AAA Mobile Battery Service is a mobile battery testing and replacement service. In areas where the service is available, a AAA Battery Service technician will test and assess the vehicle’s battery and electrical system. If the existing battery fails the test and the member would like to have the battery replaced, the member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle’s original specifications. All batteries come with a 3-year free replacement warranty valid in the U.S. and Canada. AAA Mobile Battery Service is part of Roadside Assistance for AAA members, may be provided by independent service providers, and is only available in select areas during select hours. Batteries and battery warranties are provided by independent suppliers. The battery test and replacement service count as one of the member’s four allowable service calls per membership year. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Warranty valid in the United States and Canada. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply to AAA Mobile Battery Service.

- **EMERGENCY FUEL DELIVERY**
  If your vehicle runs out of fuel, a limited supply will be delivered, if available, in an emergency situation to enable you to reach the nearest gas station. Classic members will be charged for the fuel at the current pump price. AAA Plus, AAA Plus RV, AAA Premier, and AAA Premier RV members will not be charged for the limited supply of fuel. Specific brands or octanes cannot be promised. In some cases, your vehicle may have to be towed if it runs out of fuel. Vehicles requiring diesel fuel will be towed.

- **EXTRICATION/WINCHING SERVICE**
  If your vehicle becomes stuck, one normally equipped service vehicle and one driver will be provided to extricate or winch your vehicle when it can be safely reached from a normally traveled road or established thoroughfare. Extrication of vehicles parked on streets, driveways, parking lots or alleys which are snowbound or flooded is not covered under AAA membership. Service does not include shoveling snow from around a vehicle or clearing a road or driveway. If special equipment, more than one service vehicle or more than one person is required, the associated costs may be at your expense. AAA Plus and AAA Premier members will be provided up to two drivers and two service vehicles, if needed. For extrication or winching of an RV or motorcycle, only members with AAA Plus RV or AAA Premier RV will be provided up to two drivers and two service vehicles, if needed, at no additional charge.

- **VEHICLE LOCKOUT AND LOCKSMITH SERVICE**
  When the keys are locked inside the vehicle passenger compartment, the service provider will attempt to gain entry. If this attempt is not successful and the services of a vehicle locksmith are required to gain entry, the expenses are fully covered or reimbursable. (See Reimbursement.)

  When the services of a vehicle locksmith are required for lost or broken keys, keys locked in the trunk, or other automotive emergencies, vehicle locksmith service up to $60 in parts and labor will be provided for Classic members. AAA Plus and AAA Plus RV members receive up to $100 for parts and labor for the services of a vehicle locksmith, and AAA Premier and AAA Premier RV members receive up to $150 for similar locksmith services. If a vehicle locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit. Registered owner must be with vehicle for locksmith service.

- **TOWING SERVICE**
  When a vehicle cannot be started or safely driven, due to a sudden or unexpected breakdown, accident or other covered vehicle disablement, the service provider can tow the vehicle back to its facility, no matter how far away, at no charge to the member. A covered vehicle disablement is a sudden or unexpected mechanical, electrical or other failure of a motor vehicle that places the vehicle in an unsafe or undrivable condition. Not all service providers perform repairs at their facility. If you choose to have the vehicle towed to another location (including a AAA Approved Auto Repair facility), it will be towed without charge to a destination of your choice that is up to five (5) driving miles in any direction from the point of breakdown for Classic members and up to 100 driving miles for AAA Plus and AAA Plus RV members. With AAA Premier and AAA Premier RV, you can use one (1) of your four (4) allowable Roadside Assistance service calls per household per membership year for a tow of up to 200 driving miles, and the remaining service calls per membership year for tows of up to 100 driving miles. AAA Plus and AAA Premier benefits increase the distance limits on tows for the 4 allowable service calls as described above, but do not add extra allowable service calls. AAA Plus and AAA Premier towing may be subject to a delay.

  A member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described above will be performed at the member’s expense and may be subject to delay.

  Tow benefit for RVs or motorcycles is available for AAA Plus RV and AAA Premier RV members, as one of the four allowable service calls per membership year, but is limited to 100 miles of towing per service call.

### RENTAL CAR BENEFITS

(In Conjunction with an in-territory Roadside Assistance Tow)

All rental car benefits described below are valid in AAA Tidewater Virginia only. Rental car benefits must be used in conjunction with a tow which is one of the four (4) allowable Roadside Assistance service calls.

A member whose car is being towed and who needs a rental car in AAA Tidewater Virginia territory can get a replacement vehicle at a discounted rate from a AAA Tidewater Virginia preferred rental car provider.

Call: 800.501.4222 • Click: AAA.com • Visit: Your Local AAA Branch
If you are a AAA Premier member whose car is being towed and who needs a rental car in the Tidewater Virginia territory, we will arrange for you to get reimbursed for a rental car, a midsize vehicle, for one (1) day, at no charge, from a AAA Tidewater Virginia preferred rental car provider. Rental must be arranged by AAA Tidewater Virginia. Each AAA Premier household is entitled to one (1) complimentary one-day midsize class or equivalent rental car reimbursement per membership year. Coverage applies when the member’s car is inoperable in conjunction with a non-collision road side service towing event. The AAA Premier member has up to 48 hours from the time of the tow to contact AAA Tidewater Virginia and request the one-day complimentary rental car benefit. Service must be provided by the rental car provider arranged through AAA Tidewater Virginia by calling the AAA Roadside Service number on the back of the membership card and cannot be for an out-of-territory rental. AAA Premier members are responsible for subsequent days’ rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees or taxes.

Once the one-day complimentary rental car benefit has been used, AAA Premier members are entitled to the AAA discounted rental car rates described above for the balance of the membership year.

You will need to present your AAA membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions, including age restrictions, apply. Rental cars are subject to availability. Rental fee subject to change. A refundable deposit may be required.

RIDE ASSIST
If you are a AAA Premier member and have an accident or breakdown, a AAA Tidewater Virginia representative can help you make rental car or other transportation arrangements.

ACCIDENT ASSIST
AAA Premier members can receive verbal assistance at the time of an accident or breakdown. When you call for Roadside Assistance, a AAA Tidewater Virginia representative can help you contact family members, locate restaurants and find hotel accommodations.

ROUTE SUPPORT
AAA Premier members can call AAA Premier services from within the U.S. to receive driving directions and assistance. Whenever possible, members should pull over to a safe spot before making a call to use this service.

INDEPENDENT SERVICE PROVIDERS
In many areas, Roadside Assistance is provided by AAA Tidewater Virginia employees and AAA Tidewater Virginia owned vehicles. In some areas, facilities are independent businesses and are not employees of AAA or its affiliates. We select independent service provider facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and the equipment to make immediate repairs.

While responsibility for injury, loss, damage or unsatisfactory workmanship caused by the acts or omissions of any independent service provider remains with the independent service provider, AAA Tidewater Virginia will attempt to assist members in resolving complaints involving an independent service provider. Member complaints should be received as soon as possible and before additional repairs are made. Failure to do so may limit our ability to assist.

ELIGIBLE VEHICLES
The following motor vehicles are eligible for service, provided they are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced:

- Automobiles, pickup trucks, sport utility vehicles, vans, minivans and light utility motor vehicles are eligible for those services which can be safely performed with equipment available from the service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels. Rented passenger vehicles are eligible for all service except locksmith service.
- Recreational Vehicles (RVs) are eligible for service with the exception of towing, extraction/winchng and fire change service. Towing, extraction/winchng and fire change service for RVs is available under AAA Plus RV and AAA Premier RV benefits. RVs include motor homes, dual-wheel campers, travel trailers, pick-up trucks with campers and fifth wheel campers and recreational trailers including utility trailers carrying recreational vehicles or equipment (excludes commercial and horse/livestock trailers). ATV trailers, boat trailers, and personal watercraft trailers must be carrying their designated recreational equipment or must be empty to be eligible for service.
- Motorcycles are eligible only for the delivery of fuel and locksmith services. Towing and extraction and winching service for motorcycles is available under AAA Plus RV and AAA Premier RV benefits. Motorcycles must be licensed for highway use.

SERVICE OUTSIDE AAA TIDWATER VIRGINIA TERRITORY
Outside AAA Tidewater Virginia territory, AAA Tidewater Virginia members are entitled to Roadside Assistance from the local AAA or Canadian Automobile Association (CAA) club servicing the area. Members will be required to pay the service provider for any service that the local AAA or CAA club does not normally provide its members. An application for reimbursement of service charges may be submitted to AAA Tidewater Virginia for consideration. (See Reimbursement.)

CHECK ACCEPTANCE FOR EMERGENCY REPAIRS
A member’s personal check for up to $250 will be accepted by the service provider for emergency repairs and services. A valid membership card and driver’s license will be required for identification.

EXTREME SERVICE CONDITIONS
AAA Tidewater Virginia will make every effort to ensure that the provision of Roadside Assistance can be made under all conditions. During severe weather or road conditions, however, there may be some service delays before help can reach you. Heavy traffic may also delay the arrival of the service provider driver. Because towing is by far the most time consuming type of service AAA Tidewater Virginia provides, towing operations may be temporarily suspended to avoid excessive delays to members waiting for other services. During such times, priority will be given to members stranded away from shelter or to members with vehicles that have skidded and/or become stuck on highways in severe snowstorms.

SERVICE LIMITATIONS
Service does not include the cost of parts or labor necessary to complete repairs. These are the vehicle owner’s responsibility. AAA Tidewater Virginia cannot guarantee the availability of repair service at the service provider facilities.

Service will be limited to that which can be provided with equipment ordinarily used for Roadside Assistance by the service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without damage to the vehicle or servicing equipment, or the member may be required to sign a liability release form for physical damage before service is rendered.

Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA Tidewater Virginia cannot render service repeatedly to a vehicle in need of repair.

Service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement. An individual’s AAA membership may not be used by a business or organization to provide Roadside Assistance for its customers, employees or vehicles including, but not limited to, taxicabs, limousines, shuttles and other commercial vehicles for hire.
Towing service will not be provided for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation. Such tows are considered “convenience tows” and are not covered Roadside Assistance services.

Without limiting any other rights or remedies it may have, AAA Tidewater Virginia may seek reimbursement from a primary or associate member for Roadside Assistance services fraudulently or wrongfully obtained by the primary or associate member. Primary members are responsible for the conduct and the service demands of their associate members.

The following services are not provided under the membership benefit:
- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, private, logging or forest service road).
- Shoveling snow from around a vehicle or clearing a road or driveway.
- Servicing or extraction of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
- Towing of vehicles purchased in an inoperable condition.
- Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, non-emergency lock repairs and re-keying of vehicle locks).
- Service in situations where a membership card and matching valid driver’s license or other state or federally issued photo identification is not provided to the service driver, you must provide a driver’s license for identification if you are the driver.
- Use of two or more Roadside Assistance service calls to extend the member tow mileage benefit for the same breakdown.
- More than 100 driving miles of towing per allowable Roadside Assistance service call for AAA Plus members.
- More than 200 driving miles of towing on one (1) allowable Roadside Assistance service call per AAA Premier household per membership year and more than 100 driving miles of towing on the remaining allowable Roadside Assistance service calls.
- Towing, extraction/winning and tire change service for RVs and towing and extraction and winching service for motorcycles, unless the member has AAA Plus RV or AAA Premier RV benefits.
- Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
- The installation or removal of snow tires or chains.
- Charges related to impound or stolen vehicle recovery, towing or storage.
- Installation of automotive parts that are not provided by the service provider.
- AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV services prior to seven (7) calendar days after upgrade is processed, and receipt of full payment due.

REIMBURSEMENT
If it is necessary for a member to pay for covered membership service at commercial rates, the member must request an itemized receipt listing the member’s name, vehicle and services rendered by the service provider. For reimbursement consideration, the member must complete a Roadside Assistance Reimbursement form and present or send the original receipt and an explanation of the circumstances to any AAA Tidewater Virginia branch within 90 days of the date of service. A reimbursement counts as a Roadside Assistance service call. (See Allowable Roadside Assistance Service Calls.) You may obtain a Roadside Assistance Reimbursement form at AAA.com

Reimbursements for services, including services received outside of AAA Tidewater Virginia territory, will only be considered for those membership services which AAA Tidewater Virginia provides without additional charge. (Exception: Vehicle locksmith service will be reimbursed up to $60 for Classic members, up to $100 for AAA Plus members and up to $150 for AAA Premier members.) Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable. Reimbursement is not provided for taxi fares, telephone calls, rental cars, etc.

Members will be reimbursed for membership services at the prevailing commercial rates when AAA service was requested from a AAA or CAA club, but the membership could not be verified. Reimbursement will be issued upon subsequent verification that the member’s valid membership was in effect at the time of service.

All reimbursement requests should be submitted to AAA Club Services, Attn: ERS A-321, PO Box 25001, Santa Ana, CA 92799-5006.

PARTIAL REIMBURSEMENT
Only partial reimbursement, limited to the amount AAA Tidewater Virginia would have paid an independent service provider, will be made when AAA was not contacted to provide service. If towing is covered by an automobile insurance policy, the maximum reimbursement for a tow bill will be limited to the amount AAA Tidewater Virginia would have paid an independent service provider to provide the service. Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable.

Home Lockout
If you are a AAA Premier member and you become locked out of your home, you can receive up to $100 in locksmith services to pick or drill the lock to gain access to your home from the outside. Home lockout service is reserved for a AAA Premier member’s primary residence in AAA Tidewater Virginia territory only and excludes all other buildings or locked areas. The service provides up to $100 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 (1) usage per AAA Premier household per membership year. A home lockout service call does not count as one of the four service calls. Home lockout service is not transferable to any other person. The AAA Premier member must be present at the time of service.

Travel Guides
U.S. and Canada TourBook® guides, TripTik® Travel Planner and select maps are available free of charge to members. Some restrictions may apply. Members receive 20% off the cover price on all retail publications. Members receive select international publications and select AAA international maps free of charge.

Travel Agency
Full service leisure travel agency benefits are available from AAA Travel, with member-only benefits on select cruise or land vacations. A processing fee may apply to airline or rail reservations for Classic members. Processing fees for AAA Plus members are discounted and fees are free for AAA Premier members when tickets are purchased through AAA Travel.

International driving permits and discounted passport photos are also available at AAA Tidewater Virginia branches. AAA Premier members receive free passport photos, only available at AAA Tidewater Virginia branches.
Allianz Travel Insurance
When you travel for business or pleasure, help protect your investment. Choose from a variety of plans to fit your travel needs. Plans may provide reimbursement for certain non-refundable financial expenses associated with a canceled or interrupted trip due to a covered reason, lost baggage or medical emergencies. In addition, you'll have access to 24-Hour Hotline Assistance staffed with multilingual specialists who can help with many types of situations from almost anywhere in the world. Exclusions, conditions and limitations may apply.

See your AAA Travel Agent for more details.

*Insurance coverage is underwritten by BCS Insurance Company, under Form No. 52.201 series or 52.401 series, or Jefferson Insurance Company, under Form No. 101-C series or 101-P series, depending on the insured's state. Allianz Assistance and Allianz Travel Insurance are brands of AGA Service Company. AGA Service Company is the licensed producer and administrator of this plan and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage because of the affiliation between AGA Service Company and Jefferson Insurance Company.

**You will receive upfront price offers on in-stock dealer inventory. Not all dealer inventory is presented online. Guaranteed Savings Certificate shows the Guaranteed Savings off MSRP for your selected vehicle. Price (MSRP), including any vehicle-specific manufacturer incentives currently available. Certain terms, conditions and restrictions apply. Used Vehicle Certificate shows the dealer's list price. See Certified Dealer for details. Not all dealers participate in the Car Buying Service program and dealers may be subject to change at any time without notice. These services are available to AAA Premier members and their spouses and unmarried dependent children age 21 or under who are traveling with the AAA Premier member.

24 HOUR TRAVEL ASSISTANCE* for AAA Premier members includes:
- Emergency message center
- Lost ticket and document replacement arrangements
- Lost baggage assistance
- Emergency airline and hotel reservation
- Legal referrals
- Money transfers, including emergency cash transfer arrangements
- Assistance translation services
- Prescription replacement arrangements
- Medical provider referrals, appointments and admission arrangements
- Medical case monitoring and liaison service
- Emergency medical transportation arrangements
- Emergency visitation arrangements

CONCIERGE SERVICE* for AAA Premier members includes:
- Theater, sporting events, and other entertainment ticketing/reservations
- Limousine and car service information and reservations
- Shopping and health club referrals and information
- Exhibition, shows, and festival information
- Golf tee times and reservations (reservations subject to availability)
- Gift basket and floral delivery arrangements
- ATM location information
- Weather forecast information
- Certain travel information and assistance

The member must purchase AAA Premier service prior to travel departure date in order to use these services. AAA Premier membership benefits include these services, which are service benefits and not financial benefits. Any costs associated with these services are paid by the member.

*Allianz Global Assistance is the provider and administrator for these benefits. For a full description of terms, conditions, and exclusions please visit AAA.com/Premier.

Benefits and service provider are subject to change without notice.

Hertz® Car Rentals
AAA members save up to 10% on domestic or up to 25% on international Hertz car rentals for leisure travel. Each rental includes free use of one child, infant or toddler booster seat, and a 50 percent discount off the cost of SIRIUS XM Radio®. Advance reservations required and subject to availability. There is no charge for additional drivers who are AAA members meeting standard rental qualifications. Your Hertz/AAA CDP ID# is 000258. Reservations can be made at your local AAA Tidewater Virginia branch or online at AAA.com/Hertz.

AAA members also receive a free Hertz Gold® membership with enough Gold Plus Rewards points, after the first Gold rental, for one free rental day. AAA Premier members receive enough Gold Plus Rewards points, after the first Gold Rental, for two free weekend rental days.

Car Buying Service*
The AAA Car Buying Service provides an easy-to-use, stress-free car buying experience. Choose from a network of Certified Dealers to purchase your next new or pre-owned vehicle. The AAA Car Buying Service allows members to research vehicles, obtain average price paid by others, obtain pricing on local dealer inventory, and receive a Guaranteed Savings Certificate for new cars or a Used Vehicle Certificate to take to the Certified Dealer.* To find the nearest Certified Dealer or to buy a new or pre-owned car, go to AAA.com/Auto.

*AAA Car Buying Service is managed by TrueCar, Inc. Available for select makes and models and in select areas. Limited supply and special edition vehicles may be excluded. Other restrictions may apply. See Certified Dealer for details. Not all dealers participate in the Car Buying Service program and dealers may be subject to change at any time without notice.

**You will receive upfront price offers on in-stock dealer inventory. Not all dealer inventory is presented online. Guaranteed Savings Certificate shows the Guaranteed Savings off MSRP for your selected vehicle. With Guaranteed Savings, the selected Certified Dealer guarantees, on in-stock vehicles, that you will receive at least a certain stated minimum savings amount off the base Manufacturer’s Suggested Retail Price (MSRP), including any vehicle-specific manufacturer incentives currently available. Certain terms, conditions and restrictions apply. Used Vehicle Certificate shows the dealer’s list price.

Vehicle Pricing & Research Services
You can research your next new or pre-owned car online at AAA.com/Auto.

Members can view features, crash test data, manufacturer incentives and MSRP, and get detailed pricing reports for new cars. AAA Premier members can also call the toll-free number listed on the back of their membership card for a free new or preowned car buying consultation.

For pre-owned cars, you can view thousands of pre-owned vehicles for sale by dealers through the AAA Car Buying Service’s online inventory available at AAA.com/Auto. You can also get free trade-in values online.

CARFAX Vehicle History Reports
Classic and AAA Plus members can purchase CARFAX Vehicle History Reports for 20% off the retail price online by logging in to AAA.com/CarBuying.
AAA Premier members receive one (1) free CARFAX Vehicle History Report per membership year by calling the AAA Premier Member Services phone number located on the back of the AAA Premier membership card. Subsequent CARFAX Vehicle History Reports are available to AAA Premier members at a 40% discount when ordered at AAA.com.

Tidewater Car Care Centers
AAA Tidewater Virginia owns and operates six (6) full service Car Care Centers throughout the Hampton Roads area for your automotive repair and maintenance needs. AAA members receive a 10% discount on parts and labor rates for all regularly priced services, up to $100, discounted Virginia State Inspections, free tire repair services, free 40-point vehicle maintenance inspections upon request with any paid service and free battery inspection. We offer priority service status for members when possible.

All repairs are guaranteed by the Car Care Center facility for 24 months or 24,000 miles, whichever comes first, under normal operating conditions, unless otherwise stated in writing. Restrictions may apply. Call your local Car Care Center for details at 757.963.1222 or see AAA.com/CarCare.

AAA Approved Auto Repair
Each AAA Approved Auto Repair (AAR) facility has been inspected, certified and approved by AAA Tidewater Virginia in accordance with AAA standards. All repairs, both parts and labor, are guaranteed by the facility for 24 months or 24,000 miles, whichever comes first under normal operating conditions, unless otherwise stated in writing. Members also save 10% on regularly priced parts and labor, up to $50, upon requesting the discount at AAA Approved Auto Repair facilities. AAA Tidewater Virginia members can get a free 40-point maintenance inspection with any paid service upon request. Most passenger cars and light trucks are eligible. Members also receive AAA Tidewater Virginia support to help resolve disputes arising from a service or repair.

Offers cannot be combined with any other discount or coupon. Valid AAA membership card must be presented at the AAA Approved Auto Repair facility at the time of service. Other restrictions may apply. See facility for details.

Automotive Expert Consultation
AAA Premier members can receive free advice on vehicle problems and repairs from our specialized team of automotive consultants.

Vehicle Inspection Program
Members can bring their vehicle to a AAA Car Care Center or a participating AAA Approved Auto Repair (AAR) facility for a comprehensive 88-point inspection using standards and procedures developed by AAA. For a fee, the facility’s technicians will thoroughly inspect the engine, transmission, suspension, drive axles, electronic system and more. See AAA Car Care Centers or participating AAA Approved Auto Repair facilities for details and scope of vehicle inspection.

AAA Premier members may receive a 50% discount off the current full price of a Vehicle Inspection Program service at any AAA Tidewater Virginia Car Care Center. Price and AAA Premier member discount subject to change without notice and does not apply to required state inspections.

Child Safety Seat Installation
AAA Tidewater Virginia wants to help make sure that children are properly secured while riding in a motor vehicle. Child safety seat inspections and installation assistance is available at the AAA Corporate Center and some branch locations. Contact AAA Traffic Safety at 757.233.3889 or childsafety@tidewater.AAA.com to schedule an appointment.

Dare To Prepare Pre-Permit Workshop
This free workshop is designed for parents and teens to attend together, so they can obtain the critical information needed before the teens begin driving. You will learn the steps necessary to obtain a learner’s permit and driver’s license in Virginia and gain access to useful tools to help you through the learning-to-drive process. Call 757.233.3889 for class schedule and registration.

Defensive Driving/Driver Improvement Classes
This program is aimed at helping to reduce traffic crashes and tickets. The program meets all the requirements of the Department of Motor Vehicles in the Commonwealth of Virginia. Attendance in AAA’s Driver Improvement Class will help increase a driver’s understanding of the concept of risk by explaining the skills associated with seeing, communicating, adjusting speed, margin of safety and driving emergencies. Most AAA Driver Improvement Classes are held onsite at the AAA Corporate Center at 5366 Virginia Beach Blvd., Virginia Beach. Call 757.233.3887 for class schedules and registration. Online classes are also available at AAA.com/DriverImprovement. AAA members receive discounted rates on all classes.

Senior Driving Classes
(For those 55 years and over)
AAA’s Senior Defensive Driving course is designed to help reduce crashes involving mature drivers by increasing the understanding of how age affects driving decisions and how these decisions can alter your risk. Popular discussion topics include improved vehicle technologies, changes in the law and the problem of aggressive drivers. Drivers who complete this class may be eligible to receive a discount on a portion of their automobile insurance. (Certain restrictions may apply. Inquire with your insurance provider for available discounts.) Call 757.233.3887 for class schedules and registration.

CarFit Mobility Assistance
(For those 55 years and over)
Using a 12-point checklist, a trained CarFit technician will evaluate the “fit” of your vehicle and discuss potential vehicle adjustments and adaptations that may help compensate for changes in vision, flexibility, strength, size and height. CarFit checks are available at the AAA Corporate Center and some branch locations. Locations subject to change without notice. Call 757.233.3888 to schedule a free appointment.

AAA Discounts & Rewards®
Your AAA membership unlocks thousands of discounts on everyday purchases. So before you head out for a day of shopping, plan that family vacation or take the kids out for dinner and a movie be sure to check out all of the special AAA member discounts waiting for you at AAA.com/discounts. Participating businesses and discounts subject to change at any time without notice and discounts may be subject to additional terms and conditions. See AAA.com/Discounts for these restrictions.

Discounted Movie and Attraction Tickets
AAA members can purchase discounted Regal Entertainment Group movie tickets at all AAA Tidewater Virginia branches. Discounted tickets are also available for many local and regional attractions, such as Busch Gardens, Walt Disney World, Ocean Breeze Waterpark, Universal Orlando and more. Contact a AAA Tidewater Virginia branch for more information.

Identity Theft Protection
Each AAA member age 18 or older can receive FREE identity theft monitoring with ProtectMyID® Essential. This free benefit includes: free daily monitoring of your Experian® credit report, free email alerts when key changes are detected on your Experian credit report, free monthly “all clear” email alerts when no changes are detected, lost wallet assistance and free fraud resolution support. To get this free benefit, enroll online or by phone. AAA Premier® members with ProtectMyID® Essential receive the additional benefit of $10,000 in identity theft insurance at no extra charge. AAA offers two additional levels of protection to help you take control of your identity, both at a discounted monthly rate. AAA Premier members save an additional 10%.

MEMBER SERVICES

AAA Tidewater Virginia owns and operates six (6) full service Car Care Centers throughout the Hampton Roads area for your automotive repair and maintenance needs. AAA members receive a 10% discount on parts and labor rates for all regularly priced services, up to $100, discounted Virginia State Inspections, free tire repair services, free 40-point vehicle maintenance inspections upon request with any paid service and free battery inspection. We offer priority service status for members when possible.

AAA Tidewater Virginia wants to help make sure that children are properly secured while riding in a motor vehicle. Child safety seat inspections and installation assistance is available at the AAA Corporate Center and some branch locations. Contact AAA Traffic Safety at 757.233.3889 or childsafety@tidewater.AAA.com to schedule an appointment.

AAA offers two additional levels of protection to help you take control of your identity, both at a discounted monthly rate. AAA Premier members save an additional 10%.
ProtectMyID® Deluxe enhances the ProtectMyID® Essential service by offering $1 Million Identity Theft Insurance for all enrolled members, daily monitoring of all three credit bureau reports, change of address notification and dark web monitoring.

ProtectMyID Platinum, our highest level of coverage, includes all the features of Essential and Deluxe plus social media monitoring.

ProtectMyID® Essential, ProtectMyID® Deluxe and ProtectMyID® Platinum are monitoring products designed to help you identify and resolve identity theft incidents. These products are provided in addition to any precautions you should reasonably be expected to take yourself, including protecting your account numbers, passwords, social security number and other personally identifying information. ProtectMyID Essential, ProtectMyID Deluxe and ProtectMyID Platinum cannot stop, prevent, or guarantee protection against incidents of identity theft.

ProtectMyID® Essential, ProtectMyID® Deluxe and ProtectMyID® Platinum are provided by Experian®. To be eligible to enroll in either ProtectMyID® Essential, ProtectMyID® Deluxe or ProtectMyID® Platinum, you must be 18 years of age or older and a current AAA member. A valid email address and access to the Internet is required for ProtectMyID® Essential. Products subject to change or termination at any time without notice. Certain terms, conditions, and restrictions apply. For more information visit AAA.com/peaceofmind.

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 all terms, conditions and exclusions of the policies described. Refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

Tidewater Traveler Magazine
As a member of AAA Tidewater Virginia, you’ll automatically receive Tidewater Traveler magazine quarterly. An annual $2 subscription to Tidewater Traveler magazine is included in the membership dues. This amount cannot be deducted.

Notary Service
Notary service is generally available at all AAA Tidewater Virginia Branches, Monday through Friday only, during normal business hours. For personal transactions only, there is no notarization fee for members. Non-members pay $2 per signature for all transactions. Fees are for notarizations obtained at a AAA Tidewater Virginia branch only and are subject to change without notice. Certain restrictions apply.

AAA Member Rewards Visa® Credit Card
For information about rates, fees, other costs and benefits associated with the use of this credit card, visit AAA.com/creditcard and refer to the disclosures accompanying the application or call 800.545.7899. The AAA Member Rewards Visa® Credit Card is issued and administered by Bank of America, N.A. Visa and Visa Signature are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc. AAA is a trademark of American Automobile Association, Inc. © 2019 Bank of America Corporation.

Auto Club App
Members can now access their digital membership card & proof of insurance on their smartphone using the Auto Club App. They can request Roadside Assistance and track the service vehicle to know when help is arriving. Members also get additional benefits, including member discounts; gas prices, travel and more. The Auto Club App is available on iPhone and Android.

Electronic proof of insurance may not be valid as proof in all states. Please keep your hard copy version on hand. Must be a current AAA member and insured through AAA to use certain features. Service Tracker through the Auto Club App is subject to availability and may not work correctly if either your GPS or the service vehicle’s GPS is not enabled. Membership Roadside Assistance terms and conditions apply. Message, data and roaming rates may apply.

INSURANCE

Insurance
Get a free quote on auto, homeowners, condominium, renters and life insurance by calling or visiting a AAA Tidewater Virginia branch. Or visit us online at AAA.com/insurance.

Separate purchase of AAA membership is generally required to obtain AAA insurance. AAA insurance is a collection of AAA branded products, services and programs available to qualified AAA members. AAA personal lines insurance is underwritten by Interinsurance Exchange of the Automobile Club. Life insurance is underwritten and annuities are provided by AAA Life Insurance Company, Livonia, MI. AAA Life is licensed in all states, except NY. Tidewater Automobile Association of Virginia, Incorporated (AAA Tidewater Virginia) acts as an insurance agent for these insurers. Insurance may also be provided by independent carriers.

TRIP INTERRUPTION & VEHICLE RETURN COVERAGE
If you are a AAA Premier member, are at least 100 driving miles from home, and your trip is delayed due to an Accident, mechanical breakdown, car theft, unexpected Illness or Injury, natural disaster or severe weather you may be reimbursed up to $1,500 as a AAA Premier member for covered out-of-pocket expenses, including meals and Accommodations; and/or for Substitute Transportation to continue your trip.

And, AAA Premier members may be reimbursed up to $500 to help you get your car back home if an unexpected Illness or Injury prevents you from completing your trip.

TERMS & CONDITIONS
The AAA Premier Trip Interruption and Vehicle Return group insurance benefits are provided to all AAA Premier members as long as the Master Policy with BCS Insurance Company remains in force. These benefits are subject to the following conditions and exclusions:

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

“Accident” means an unexpected, unintended, unforeseeable event causing Injury or death to You or a Covered Traveler; or causing damage to the Motor Vehicle or Rental Car which prevents the vehicle from being driven.

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

“Actual Cash Value” means purchase price less depreciation.

“Baggage” means the personal property You or a Covered Traveler take on the Eligible Trip and the suitcases or other kinds of containers used to carry them.

“Common Carrier” means a company that is licensed to carry passengers on land, water or in the air for a fee, not including car rental companies.

“Covered Traveler” means a person who is an Immediate Family Member and is traveling with You. Covered traveler 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.

“Eligible Trip” means a trip which: Does not exceed, and was not planned to exceed, 45 consecutive days; was intended to include at least one overnight stay; is a driving Trip taken by Motor Vehicle or Rental Car; and for all other coverages (including Emergency Medical Transportation, Repatriation of Remains, Travel Accident); is a Trip taken by Motor Vehicle, Rental Car, Common Carrier, or a combination of these.

Not valid in Kentucky.
### What is Covered

The Company will provide benefits for Trip Interruption due to the following events:

<table>
<thead>
<tr>
<th>Event</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Vehicle disablement due to Mechanical Breakdown (excluding tire trouble), substantiated by garage or repair facility or rental car company report;</td>
<td>- Substantial damage to the Vehicle or Rental Car preventing further use of the vehicle; - Accommodations and meals for the Insured Person and Covered Travelers for up to 7 nights; - Transportation to the nearest medical facility;</td>
</tr>
<tr>
<td>2. Accident involving Motor Vehicle or Rental Car, substantiated by a police report;</td>
<td>- Substantial damage to the Vehicle or Rental Car preventing further use of the vehicle; - Accommodations and meals for the Insured Person and Covered Travelers for up to 7 nights; - Transportation to the nearest medical facility;</td>
</tr>
<tr>
<td>3. Theft of Motor Vehicle or Rental Car, substantiated by a police report;</td>
<td>- Substantial damage to the Vehicle or Rental Car preventing further use of the vehicle; - Accommodations and meals for the Insured Person and Covered Travelers for up to 7 nights; - Transportation to the nearest medical facility;</td>
</tr>
<tr>
<td>4. Illness, Injury or death of the Insured Person, Covered Traveler, or Insured Person’s Family Member or adult with whom the Insured Person resides who is not traveling with the Insured Person;</td>
<td>- Substantial damage to the Vehicle or Rental Car preventing further use of the vehicle; - Accommodations and meals for the Insured Person and Covered Travelers for up to 7 nights; - Transportation to the nearest medical facility;</td>
</tr>
</tbody>
</table>
5. Natural Disaster; or  
6. Severe Weather  

EXCLUSIONS  
Coverage is not provided for any loss that results directly or indirectly from any of the following:  
1. Alcohol or substance abuse or use, or conditions or physical complications related thereto;  
2. War (whether declared or undeclared), acts of war, military duty, civil disorder or unrest;  
3. Participation in professional or amateur sporting events (including training);  
4. All extreme, high risk sports including but not limited to: bodily contact sports, skydiving, hang gliding, bungee jumping, parachuting, mountain climbing or any other high altitude activities, caving, heli-skiing, extreme skiing, or any skiing outside marked trails;  
5. Scuba diving (unless accompanied by a dive master and not deeper than 130 feet);  
6. Operating or learning to operate any aircraft as pilot or crew;  
7. Nuclear reaction, radiation or radioactive contamination;  
8. Epidemic;  
9. Pollution or threat of pollutant release;  
10. Any unlawful acts committed by You or a Covered Traveler; or  
11. Any unexpected or reasonably foreseeable events.  

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, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati and Rolls-Royce.  

Substitute Transportation expenses on common carrier transportation will be reimbursed for economy fare only. Trip Interruption coverage is in excess of other insurance or indemnity covering the losses covered under this program. Expenses after 96 hours from the initial delay are not covered.  

VEHICLE RETURN COVERAGE*  

When/Where/To Whom Coverage Applies  
Coverage applies to the Insured Person and any Covered Traveler during each Eligible Trip within the Policy Territory, up to $500, when the Insured Person is either a driver or passenger in the Insured Person’s or Covered Traveler’s Motor Vehicle used for the Eligible Trip. The following conditions apply to this coverage part:  
1. If the Vehicle Return is due to Illness or Injury, a Physician must recommend that the person interrupt or delay the Eligible Trip due to the severity of the person’s condition;  
2. The Insured Person or Covered Traveler must contact the Company prior to making arrangements, unless it is not reasonably possible to do so; and  
3. The Motor Vehicle must be operable and transportation must be performed by an accredited transportation company.  

Limitations of Coverage  
Coverage is not provided if:  
1. The Motor Vehicle is a rental vehicle or has an original lease term of less than one year; or  
2. The transportation of the Motor Vehicle could have been performed by the Insured Person, a Covered Traveler or the driver of the Motor Vehicle if other than the Insured Person or Covered Traveler.  

Vehicle Return coverage is in excess of other insurance or indemnity covering the losses covered under this program. Expenses after 96 hours from the initial delay are not covered.  

GENERAL PROGRAM PROVISIONS  
This guide to benefits is not a policy or contract of insurance, but is your most complete source of information. Please be sure to keep it in a safe place.  

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

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

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 Allianz Global Assistance within 30 days from the date of loss or as soon after that date as is reasonably possible.  

Once you report a claim, the 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 Allianz Global Assistance 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. 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 Allianz Global Assistance at 800.519.1127.  
The AGA Service Associate will confirm your request and provide you with assistance.  

*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. Automobile Club of Southern California (#3259) of Los Angeles, CA or affiliates are also producers in certain states.  

For a full description of terms, conditions, and exclusions please visit AAA.com/Premier.
<table>
<thead>
<tr>
<th>AAA TIDEWATER VIRGINIA LOCATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Corporate Center</strong></td>
</tr>
<tr>
<td>5366 Virginia Beach Blvd.</td>
</tr>
<tr>
<td>Virginia Beach, VA 23462</td>
</tr>
<tr>
<td>757.233.3800</td>
</tr>
<tr>
<td><strong>Chesapeake</strong></td>
</tr>
<tr>
<td>111 Kempsville Rd.</td>
</tr>
<tr>
<td>Chesapeake, VA 23320</td>
</tr>
<tr>
<td>757.547.9741</td>
</tr>
<tr>
<td><strong>Hampton Center</strong></td>
</tr>
<tr>
<td>1520 Aberdeen Rd.</td>
</tr>
<tr>
<td>Hampton, VA 23666</td>
</tr>
<tr>
<td>757.826.1061</td>
</tr>
<tr>
<td><strong>Newport News</strong></td>
</tr>
<tr>
<td>733 J. Clyde Morris Blvd.</td>
</tr>
<tr>
<td>Newport News, VA 23601</td>
</tr>
<tr>
<td>757.246.4746</td>
</tr>
<tr>
<td><strong>Suffolk Center</strong></td>
</tr>
<tr>
<td>3529 Bridge Rd.</td>
</tr>
<tr>
<td>Suffolk, VA 23435</td>
</tr>
<tr>
<td>757.397.5941</td>
</tr>
<tr>
<td><strong>Virginia Beach</strong></td>
</tr>
<tr>
<td>3352 Princess Ann Rd., Suite 919</td>
</tr>
<tr>
<td>Virginia Beach, VA 23452</td>
</tr>
<tr>
<td>757.340.7271</td>
</tr>
<tr>
<td><strong>Williamsburg Center</strong></td>
</tr>
<tr>
<td>6517 Richmond Rd.</td>
</tr>
<tr>
<td>Williamsburg, VA 23188</td>
</tr>
<tr>
<td>757.564.7711</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AAA CAR CARE CENTER LOCATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Norfolk</strong></td>
</tr>
<tr>
<td>5732 E. Virginia Beach Blvd.</td>
</tr>
<tr>
<td>Norfolk, VA 23502</td>
</tr>
<tr>
<td>757.963.1222 Option #1</td>
</tr>
<tr>
<td><strong>Hampton</strong></td>
</tr>
<tr>
<td>1520 Aberdeen Rd.</td>
</tr>
<tr>
<td>Hampton, VA 23666</td>
</tr>
<tr>
<td>757.963.1222 Option #2</td>
</tr>
<tr>
<td><strong>Virginia Beach</strong></td>
</tr>
<tr>
<td>1424 N. Great Neck Rd.</td>
</tr>
<tr>
<td>Virginia Beach, VA 23454</td>
</tr>
<tr>
<td>757.963.1222 Option #3</td>
</tr>
<tr>
<td><strong>Chesapeake</strong></td>
</tr>
<tr>
<td>1023 S. Battlefield Blvd.</td>
</tr>
<tr>
<td>Chesapeake, VA 23322</td>
</tr>
<tr>
<td>757.963.1222 Option #4</td>
</tr>
<tr>
<td><strong>Suffolk</strong></td>
</tr>
<tr>
<td>3529 Bridge Rd.</td>
</tr>
<tr>
<td>Suffolk, VA 23435</td>
</tr>
<tr>
<td>757.963.1222 Option #5</td>
</tr>
<tr>
<td><strong>Williamsburg</strong></td>
</tr>
<tr>
<td>6517 Richmond Rd.</td>
</tr>
<tr>
<td>Williamsburg, VA 23188</td>
</tr>
<tr>
<td>757.963.1222 Option #6</td>
</tr>
</tbody>
</table>

---

* Sales Only includes: Membership and Insurance Sales
** Sales & Domestic (Auto Travel) includes: Domestic Travel Routings, Hotel/Motel Reservations, Membership, Insurance Sales, International Driving Permits, Rental Car Reservations
† Full services includes: AAA Travel Agency, Airline Tickets, Cruises, Passport Photos, International Driving Permits, Rental Car Reservations, Domestic Travel Routings, Hotel/Motel Reservations, Membership, Insurance Sales

Call: 800.501.4222 • Click: AAA.com • Visit: Your Local AAA Branch
This Privacy Notice describes how we handle your personal information as a motor club and the steps taken to protect your privacy. A separate privacy notice would apply to information collected through other means including from the use of our website, AAA mobile applications, insurance, AAA OnBoard telematic services, and affiliate partner products and services. You should consult those notices if necessary.

**Information We Collect.** We may collect your contact information, including name, street and email address, and telephone number. We may collect geolocation information from your mobile phone when you call for Roadside Assistance. We may also collect information about your transactions and experiences (such as when you request Roadside Assistance or use your membership card) with us, affiliate partners, and other clubs within the AAA federation.

**Information We Share.** We may share your information with affiliates and third parties (such as within the AAA federation and with affiliate partners) to provide membership services, and for marketing purposes, including joint marketing with other financial companies with whom we have joint marketing agreements. We may also provide your information to others, as permitted or required by law, including for our everyday business purposes, such as processing your transactions, maintaining your accounts, responding to court orders and legal investigations, preventing fraud, and reporting to consumer reporting agencies. We may also provide your transaction and experience information and creditworthiness information to our affiliates for their everyday business purposes.

**Information Protection.** We maintain physical, electronic, and procedural safeguards to protect your personal information. We require employees and vendors to keep your personal information confidential. Access to such information is provided to those who need it for their duties. We review the information security practices of vendors with whom we share personal information.

**Roadside Assistance and Mobile Phone Location Information.**

**Location Information We Collect During your Roadside Assistance Call.** If you call for Roadside Assistance, we may use a service that obtains your mobile phone’s location (geolocation) to help expedite your request. Before collecting your geolocation, we ask for your consent and if received, we request a third-party service, including your cellular carrier, to obtain your geolocation. The geolocation information obtained may include: (i) GPS or cellphone tower coordinates from your mobile phone provider; and (ii) date and time of your request.

**How We Use the Location Information.** We may use your geolocation to identify your location to provide Roadside Assistance, and for: (i) internal analytics, including mileage calculations; (ii) quality-assurance initiatives and member surveys; (iii) Approved Auto Repair (AAR) facilities when a referral is requested; (iv) requesting assistance from emergency providers (e.g., police, fire); and (v) rental car providers if a referral is requested.

**Location Information We Share.** We may share your geolocation with our authorized independent service providers, AAR facilities, our AAA personnel, and our affiliates.

**Storage of Location Information.** A complete record of your service request is stored for a period of up to seven years. Our records include your geolocation and information derived during the process.

**Solicitation and Marketing.** If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Tidewater Virginia, Attention: List Manager, 3333 Fairview Road, A107, Costa Mesa, CA 92626, and request a Non-Solicitation Form. Your request will take effect within 60 days of our receipt of the completed form. During this time, you may receive mailings that were already in progress. You will continue to receive Tidewater Traveler magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually, as required by law. We reserve the right to modify this Notice at any time.

**This Notice is provided on behalf of:** AAA Tidewater Automobile Association of Virginia Incorporated, d/b/a AAA Tidewater Virginia, Auto Club Enterprises, Automobile Club of Southern California, and ACSC Management Services Inc.