

# Relax. You've Got AAA.

Dear Member,

As a AAA Auto Club South member, you're entitled to a wide range of helpful services and money-saving benefits. Your membership helps you to enjoy greater peace of mind, whether you're traveling on the road or enjoying time at home. That's because we take our public service mission to protect and advance the freedom of mobility and improve travel safety seriously. In pursuit of this mission, we commit to being a bold advocate on your behalf at the federal, state and local levels.

We hope you embrace the true value of your membership as you read about the exclusive products and services on the following pages. Learn more about your benefits and other ways AAA can assist you by visiting [AAA.com](http://AAA.com) anytime, or by visiting your local AAA office.

Thank you for allowing us to serve you.

Sincerely,



Tom O'Brien  
President, AAA Auto Club South



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# Access to Services

*Connect to Your World of Benefits*

## ► **Online at AAA.com**

Visit us 24 hours a day, 7 days a week. Request 24-Hour Emergency Road Service online. *Make changes to your membership at AAA.com and click on My Account.*

## ► **By Mail**

AAA Auto Club South  
P.O. Box 31087  
Tampa, FL 33631

## ► **In Person**

Your AAA office is open to serve you. Find the location nearest you beginning on page 32 of this handbook or at AAA.com/Offices.

## ► **By Phone**

### **Member Benefits**

Order TripTiks,<sup>®</sup> maps, TourBooks<sup>®</sup> and attraction tickets; add family members; purchase gift memberships; change address; billing questions and more: 1-800-222-1134

### **24-Hour Emergency Road Service,**

### **Approved Auto Repair Facilities**

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

TDD, Hearing Impaired: 1-800-765-8889

### **Travel**

Cruise and Tour Bookings, AAA Escapes<sup>™</sup> Packages, Flight, Car Rental and Hotel Reservations:

1-800-313-7245

## Insurance

- New Policies and Quotes:  
1-800-222-3854
- Existing Policies and Inquiries:  
1-800-891-4222

## Financial Services

- Auto Loans, Car Buying, Warranties:  
1-800-866-2111
- Credit Card Services:  
1-866-789-2284
- Deposit Accounts:  
1-888-204-8990

## Member Savings:

Hotels, Hertz Rentals and prescription savings: 1-866-222-7283. *For all other savings visit [AAA.com/Save](http://AAA.com/Save) or call your local AAA office.*

## AAA Premier

Visit [AAA.com/Premier](http://AAA.com/Premier) for complete details about your Premier features and savings, along with exclusive benefits and offers for Premier members. To access your benefits use the exclusive AAA Premier number on the back of your AAA card.

## ► Moving

If you move, please be sure to notify us of your new address. *You may do this in person at your local AAA office, online under My Account, or by calling 1-800-222-1134.*

## ► Outside Our Service Area

If you're traveling outside the Auto Club South service area in the U.S. or Canada, you'll receive the same service that clubs in those areas extend to their members. AAA is also affiliated with automobile/touring clubs around the world through four major international motoring organizations. Members of these groups agree to extend services

to visiting members of foreign clubs and AAA does the same for their members in the United States. *Please contact your local AAA office or AAA.com/Offices for more information.*

## **THE AAA JOURNEY**

### *Take Pride in Our History and Comfort in Our Future.*

Almost immediately after the first horseless carriages appeared on America's roads, motorists began organizing automobile clubs. In 1902, AAA was formed with just 1,500 members. One hundred years and 50 million members later, AAA's most basic premise remains the same—safe, efficient transportation for motorists and the traveling public.

Today, AAA serves you at a local level and at a national level. We're here to help keep you on the go, and to act as a legislative advocate for better roads. We work to ensure pedestrian safety through ongoing education, and reach out to the children in your life through the AAA School Safety Patrol Program and child safety seat intervention services.

Of course, the most valued feature of AAA membership is our nationwide, 24-Hour Emergency Road Service. A network of more than 100 call centers and an ever-increasing fleet of AAA club-owned vehicles successfully respond to an average of 29 million calls each year. We sustain optimal time efficiencies by keeping advanced technologies and systems in place for you, and continue to update and innovate our systems and processes.

With first-response call centers, remote dispatchers, in-truck terminals and an automated call status update system, we're able to stay ahead of the curve and offer you the most efficient and responsive service in the market.

AAA's position of leadership continues to forge progress on the roadways of this nation and in the endeavors most important to you. Our name and reputation are your guarantee of satisfaction.

## **MEMBERSHIP INFORMATION**

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

Your travel, spending and general driving habits are unique. That's why AAA gives you the option to select from three different membership plans – all offering the peace of mind and security our name is famous for.

- **CLASSIC**

Rest easy with reliable, 24-Hour Emergency Road Service and comfortable protection from our Classic plan.

- **PLUS**

Looking for something somewhere in the middle? Then choose our Plus level of coverage that provides you with everything you need when you're out on the road, and a few of the perks you want most when you're enjoying time at home.

- **PREMIER**

Experience the finer benefits of AAA with our Premier level of coverage.

- **RECREATIONAL VEHICLES**

AAA Plus RV and Premier RV memberships are optional coverage add-ons for recreational vehicles, and are available at an additional cost to your Plus or Premier membership. Covered vehicles include motorcycles, motor homes, pickup trucks with campers and travel trailers.

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

- 24-Hour Emergency Road Service
- Trip Planning Services and Discounts
- Insurance Discounts
- Special Savings on Travel
- *Show Your Card & Save* discounts at over 160,000 locations worldwide

### ▶ **Group Membership**

AAA Group Membership offers employers a low- to no-cost perk for their employees and their eligible family members. Group members receive all the benefits and services available exclusively to AAA members. *Contact your local AAA office for more information.*

### ▶ **AAA Gift Membership**

AAA Gift Memberships are available at your local AAA office, online at AAA.com, and by calling 1-800-222-1134. When you give the gift of AAA, you'll receive a free gift, and your friend or loved one will enjoy nationwide, 24-Hour Emergency Road Service, along with other AAA benefits that correspond to their plan.

### ▶ **Member Referral Program**

At AAA, we realize that our members are our best advocates. That's why our member referral program will reward you for every friend you refer who joins AAA Auto Club South. *Call 1-800-222-1134, visit your local AAA office, or visit [AAA.com/Friends](http://AAA.com/Friends) for more details.*

► ***Going Places*<sup>®</sup> Magazine**

As a member of AAA, you'll automatically receive *Going Places* magazine bimonthly. You'll stay up to date on your member benefits and enjoy articles on travel, health, upcoming events and more. *Visit Going Places online at [AAA.com/GoingPlaces](http://AAA.com/GoingPlaces).*

► **AAA Member Newsletter**

Distributed by email six times per year, the AAA Member Newsletter keeps you informed of the latest happenings at AAA. Creative feature stories, new programs, special offers and great contest giveaways keep you in the loop with AAA. *To sign up for our newsletter go to [AAA.com/Newsletter](http://AAA.com/Newsletter).*

► **Your AAA Membership Card Is Your Key to Service**

Please present your AAA membership card for all AAA services. A driver's license or other form of matching picture identification must also be presented for 24-Hour Emergency Road Service; otherwise, charges will apply at commercial rates.

Service is available nationwide only to the person named on the membership card. AAA memberships are not transferable, and membership service is not provided to nonmembers. Other members of your household who want 24-Hour Emergency Road Service must have their own membership cards, in their own names, to obtain service. *To add family members at reduced costs, visit your local AAA office, [AAA.com](http://AAA.com) and click on My Account, or call 1-800-222-1134.*

Membership dues are billed annually, in advance of your expiration date, and must be paid to keep your membership valid after expiration. Dues are reviewed annually and are subject to change.

### ► **Automatic Renewal**

Choose our convenient credit card payment option and renew your dues automatically each year for uninterrupted service. *Go to [AAA.com](http://AAA.com) and click on My Account to sign up.*

### ► **Vehicle Decal**

Your AAA decal identifies you as belonging to the world's largest motoring organization. Place your decal on your vehicle. It will help our 24-Hour Emergency Road Service driver quickly locate your vehicle.

## **24-HOUR EMERGENCY ROAD SERVICE**

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

### ► **Membership Coverage**

Unlike insurance, AAA membership covers you, the member – not just a vehicle that you own or rent. As a member, you are covered as a driver or a passenger in any eligible vehicle. You must be with the disabled vehicle at the time of service.

### *For Road Service:*

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

**TDD: 1-800-765-8889**

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

### **When calling for service, please provide:**

- Your name and AAA membership number
- Telephone number from which you are calling
- The exact location of your vehicle and nearest cross streets
- Make, model, year and color of the vehicle
- Nature of the trouble

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.

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

You are expected to be with the vehicle at the time of service. If you are injured in an automobile collision and cannot be with your vehicle, the service provider, when requested, will take possession of the vehicle and hold it until receiving instructions from you. Any storage fees will be your responsibility.

A SAFETY MESSAGE: If you are concerned for your safety or for the safety of others, tell the AAA service representative or the service driver. Procedures have been established to assist you in unsafe or dangerous situations.

When calling for 24-Hour Emergency Road Service, please 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 telephone 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 drivers that display the AAA emblem on the vehicle.

## ► **Member Communications**

Help us maintain our high standards of Emergency Road Service. Please address your comments to:

**AAA Auto Club South**

**P.O. Box 13368**

**St. Petersburg, FL 33733-3368**

*Or visit [AAA.com](http://AAA.com), click "Contact Us" and click "Submit Compliments/Complaints" (under Emergency Road Service).*

## ► **Allowable Emergency Road Service Calls**

In order to keep membership dues affordable for everyone, AAA limits 24-Hour Emergency Road Service to four AAA-paid calls per member per membership year. You'll still receive service after four calls; however, you will be charged special,

prenegotiated AAA rates that are lower than you would pay if you weren't a AAA member. Payments by cash or your personal check are acceptable, and your special AAA rate will apply.

### ► **Minor Mechanical First Aid**

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

### ► **Flat Tire Service**

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

### ► **Battery Jump-Start/Boost**

If your vehicle's battery is dead, the service 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 Battery Service is a mobile battery testing and replacement service. In areas where it 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 you would like to have the battery replaced, the technician will install a new AAA battery, if available, that meets or exceeds the vehicle's original specifications at an exclusive AAA member discounted price. All AAA batteries come with a 3-year

free replacement warranty valid in the U.S., Puerto Rico and Canada. AAA Battery Service is only available in select areas, during select hours. AAA batteries are available for most makes and models, and 24-Hour Emergency Road Service terms and conditions apply.

### ► **Emergency Fuel Delivery**

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

### ► **Extrication/Winching Service**

If your vehicle becomes stuck, it will be extricated or winched as long as it is adjacent to a passable, established road or thoroughfare and can be safely reached from the hard road surface. The extrication provisions of Classic membership cover one standard truck and one driver. If the vehicle cannot be operated after extrication the towing benefit will apply. Plus, Plus RV, Premier and Premier RV members are eligible for a second standard truck and operator for one hour to assist at the scene of disablement. If additional manpower or standard equipment is required, the associated costs will be at your expense.

▶ **Vehicle Lockout and Locksmith Service**

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

▶ **Towing Service**

When your vehicle cannot be started or safely driven, it will be towed without charge to a destination of your choice up to five miles from the point of breakdown for Classic members and up to 100 miles for Plus and Plus RV members. With AAA Premier, you can use one 24-Hour Emergency Road Service call per cardholder per membership year for a tow of up to 200 miles, and the remaining three service calls for tows of up to 100 miles. Recreational vehicles are eligible for a 100-mile tow benefit under Plus RV and Premier RV. A per-mile charge at the locally prevailing rate will apply to all towing miles in excess of those covered. These charges are payable at the time of service to the service provider via cash or your personal check (up to \$250).

▶ **Rental Car with Breakdown**

AAA Auto Club South members who need a rental car because their vehicle has been towed can get help from AAA in securing one at a discounted rate. A minimum discount of 10% applies to economy through full-size car classes. A 15% or more discount

applies to all other car classes. Premier members receive the first day free on a two or more day rental with eligible tow. Just ask us for help and we'll arrange for you to get a standard class rental.

*Call 1-800-222-1134 for assistance.*

The Premier member has up to 48 hours from the time of the tow to call AAA and request the one-day complimentary rental car. Rental car benefits must be used in conjunction with a tow which is one of the four allowable 24-Hour Emergency Road Service calls. Please present your AAA membership card at the time of rental. Normal rental qualifications and other restrictions, including age, apply. Rental cars are subject to availability.

### ► **Ride Assist/ Accident Assist**

If you're a Premier member and have an accident or breakdown, a AAA representative will help you contact your family, book a hotel, arrange for alternate transportation home, or walk you through whatever steps are necessary to get you back on track.

### ► **Independent Service Providers**

24-Hour Emergency Road Service, as described in this guide, is sometimes provided by independent businesses under contract to AAA (not employees or agents of the American Automobile Association). These businesses are selected for their ability to provide roadside assistance. We cannot guarantee they will have parts or be able to provide repairs. While responsibility for loss, damage or unsatisfactory workmanship remains with the independent service provider, AAA will attempt to assist members in resolving complaints. 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**

Most motor vehicles are eligible for 24-Hour Emergency Road Service provided they qualify for highway registration and are not loaded, altered or

constructed in such a way as to cause damage or create a hazard when being serviced. They include:

- Four-wheel passenger vehicles, pickup trucks (including unloaded dual-wheel pickup trucks), sport utility vehicles, vans and minivans (including rental and commercial passenger vehicles) are eligible for those services which can be safely delivered with standard equipment available from the independent service provider.
- AAA Plus RV and Premier RV are optional benefits which extend present Emergency Road Service and AAA Plus and Premier benefits to include motor homes, pickup trucks with campers, camper trailers, travel trailers and motorcycles. You must be a AAA Plus or AAA Premier member to be eligible. *You can add Plus RV or Premier RV benefits by calling 1-800-222-1134 or visit AAA.com.*

### ► **Check Acceptance for Emergency Repairs**

As a member, your personal check for up to \$250 will be accepted by independent service providers for emergency repairs and services. AAA Approved Auto Repair facilities will accept personal checks of up to \$350. Please provide proper identification with a valid membership card and driver's license. The name on the check must match the member name.

### ► **Extreme Service Conditions**

Please understand that during severe weather conditions, an increase in the volume of service requests may cause unavoidable delays. First priority is given to the removal of vehicles blocking roadways. As equipment becomes available, service will be provided to other vehicles. Also, heavy traffic and road construction may delay the arrival of the service provider.

**SERVICE LIMITATIONS:** Service will be limited to the equipment ordinarily used for road service by the service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without causing damage to the vehicle or servicing equipment.

Service may not be used as a substitute for regular maintenance necessary to keep your vehicle in good operating condition. AAA membership may not be used by a business or organization to provide service for its customers, employees or vehicles.

**The following services are not provided under the membership benefit:**

- Towing to transport vehicles due to a purchase, sale, disposal, auction transaction, car show exhibition, relocation or similar situations.
- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, or private logging or forest service road and snow-filled or flooded road or driveway).
- Towing, extrication/wincing and tire change service for recreational vehicles and towing service for motorcycles unless the member has Plus RV or Premier RV.
- Towing of vehicles which are safely operable under their own power.
- 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, nonemergency lock repairs and rekeying of vehicle locks).
- Service in situations where appropriate identification in addition to the membership card is not provided to the service driver.
- More than 200 miles of AAA Premier towing on one disablement per cardholder per membership year, more than 100 miles of towing on the remaining allowable service calls, and more than 100 miles of towing on any recreational vehicle tow, without the member agreeing to pay the additional mileage costs.
- Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
- The installation or removal of snow chains.
- Installation of automotive parts not provided by a service provider.
- AAA Plus, AAA Premier, AAA Plus RV and Premier RV services before the member has received a new membership card denoting these additional service benefits, or prior to 3 days after receipt of dues payment, whichever is earlier.

## ► Reimbursement

If AAA service cannot be secured, or is not allowable (such as on certain controlled-access highways or in situations in which law enforcement uses alternative resources for incident management), you will be reimbursed for covered road services provided by a non-AAA service provider, up to the reasonable prevailing commercial rate for the region. If AAA service is available and not used, reimbursement will be limited to what it would have cost AAA to provide the covered service. Your request for reimbursement must be received within 90 days of service. *Submit the original receipt(s), along with a brief explanation of what happened to: Reimbursements, AAA Auto Club South, P.O. Box 11368, St. Petersburg, FL 33733-3368.*

Reimbursements for services will only be considered for those membership services which AAA provides without charge. (Exceptions: vehicle locksmith service will be reimbursed up to \$50 with Classic membership benefits, up to \$100 with AAA Plus and Plus RV, and up to \$150 for AAA Premier and Premier RV.) 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 is requested from AAA or CAA Club, but the membership cannot be verified. Reimbursement will be issued upon subsequent verification that the member's valid membership was in effect at the time of service.

## ► Home Lockout

If you are a AAA Premier member and you become locked out of your home, you can receive reimbursement 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 Florida, Georgia or central and western Tennessee only, and excludes all other buildings or locked areas. The service provides reimbursement up to \$100 for the cost of rekeying, changing locks and/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. *Questions about this process should be directed to your local AAA office or to 1-800-388-6725.*

## **AUTOMOTIVE SERVICES**

*Turn to AAA for All Things Automotive.*

### ▶ **Vehicle Research & Pricing Services**

You can research your next new or used car online at AAA.com. For new cars, AAA Automaker allows you to select the options you are interested in, and then gives you a detailed estimate of the car's price with your specific requirements. You can compare features and MSRP of up to four models side-by-side, and get detailed pricing reports for new cars.

For used cars, you can get free Kelley Blue Book or NADA quotes online at AAA.com. This research allows you to make an informed decision whether you are purchasing a preowned vehicle or trading in your current vehicle.

### ▶ **CARFAX Vehicle History Reports**

Receive a free CARFAX Lemon Check online at AAA.com or order a detailed CARFAX Vehicle History Report for 20% off the retail price.

### ▶ **Car Buying Service**

Enjoy preferred pricing on most new and pre-owned cars at AAA Affiliate Dealers through AAA's free car-buying program. *After you select the car you want, contact us by phone at 1-800-866-2111 or at [AAA.com/Auto](http://AAA.com/Auto) to request a referral to the nearest AAA Affiliate Dealer.*

### ▶ **Auto Loans**

Receive preferred rates on auto loans. AAA auto loans are available for both new and preowned vehicles. You can also save money by refinancing through AAA. *For more information or to check current rates call 1-800-866-2111 or visit [AAA.com/Auto](http://AAA.com/Auto).*

### ▶ **Extended Warranties**

Receive preferred pricing on AAA extended warranties. AAA extended warranties offer comprehensive coverage plans for up to 7 years or 100,000 miles. Choose from a variety of plan options, including zero deductible, and transfer the warranty easily, should you ever sell the vehicle. *For more information or to request a quote, call 1-800-866-2111 or visit [AAA.com/Auto](http://AAA.com/Auto).*

### ▶ **AAA Approved Auto Repair**

When you go to a AAA Approved Auto Repair facility, all repairs are guaranteed by the facility for 12 months or 12,000 miles —whichever comes first— under normal operating conditions. AAA Approved Body Shops offer a limited lifetime guarantee and have agreed to accept the decision of AAA if a member has concerns regarding the service. Upon request, you can receive a free 24-point maintenance inspection. You also save 10% on standard parts and labor at facilities participating in the *Show Your Card & Save*<sup>®</sup> program. *To find the nearest facility, visit [AAA.com/Auto](http://AAA.com/Auto).*

# TRAVEL SERVICES

*Get Away with a AAA Vacation.*

## ► **Travel Guides**

TourBooks<sup>®</sup>, CampBooks<sup>®</sup> and select maps are free to members. Some restrictions may apply. AAA Premier members receive AAA TravelBooks for Italy, Britain, France and Ireland free by ordering them online. Both AAA Plus and AAA Premier members receive free international maps published by AAA.

## ► **AAA TripTik<sup>®</sup> Routings**

Personalized routes are available in easy-to-use booklet format. Get marked driving routes and turn-by-turn directions that point out gas, food, attractions, rest areas and accommodations. Detours, congested areas, construction zones and areas known for strict law enforcement are also marked.

## ► **AAA Travel**

With over 100 years of travel experience, AAA Travel provides you with professional travel expertise and exclusive member benefits. The options are endless. You can take advantage of select vacations across a range of preferred vendors and enjoy AAA negotiated rates, inventory, amenities, upgrades and other savings. AAA Travel serves over one million cruise and tour vacationers a year, and is committed to giving you personalized service with insider information about the best ways to experience your vacation. AAA exclusive escorted and independent vacations include AAA Adventures, AAA Mystery Vacations, AAA Premier Collection, AAA Diamond Vacations, AAA Escapes and AAA Member Appreciation trips. AAA Travel also has years of experience in

planning members' life celebrations such as family reunions, destination weddings, cruise groups, spa vacations, social group trips, girlfriend getaways, singles vacations, company incentive travel, birthday vacation surprises, anniversary trips and honeymoons. Vacation planning services are free. Classic and Plus members pay a reduced fee (\$25) for airline ticketing through the AAA office and by phone, and Premier members get an extra \$10 off (\$15). All airline tickets purchased at AAA.com are fee-free to members only.

Whatever your travel needs, AAA Travel can handle them. You can get assistance with international visa services, passport applications, State Department advances, transportation while overseas, recommendations, special requests and other valuable services to make the vacation worry free. *Visit any AAA office or AAA.com/Travel.*

### ▶ **International Driving Permits and Passport Photos**

International driving permits and passport photos are available for a nominal fee at most AAA offices. AAA Plus and Premier members receive one free set of passport photos per year.

### ▶ **Travel Protection**

When you book your trip with AAA Travel, you have the opportunity to purchase a customized travel protection plan that offers full benefits for one low price. Ask your AAA Travel Professional for details.

### ▶ **Emergency Travel and Medical Assistance and Concierge Services**

AAA Premier members receive Emergency Travel and Medical Assistance and Concierge Services 24 hours a day, 7 days a week—in the United States or internationally. This applies to planned leisure trips 100 miles or more from the primary residence,

which include at least one overnight stay and are not more than 45 days in duration. 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.

You must purchase AAA Premier Service prior to the travel departure date in order to use these services. The information, referral, arrangement, ticketing and reservation services for Emergency Travel and Medical Assistance and Concierge Services are provided without charge. The AAA Premier member, however, is responsible for all fees, expenses and other amounts charged by outside entities. Emergency Travel and Medical Assistance and Concierge Services are provided by World Access Service Corp., an independent contractor. Certain restrictions and limitations may apply. Benefits and service provider are subject to change without notice.

**Emergency Travel and Medical Assistance for AAA Premier members includes:**

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

**Concierge Services for AAA Premier members include:**

- Theater, sporting event and other entertainment ticketing/reservations
- Limousine and car service information and reservations

- Shopping and health club referrals and information
- Exhibition, shows and festival information
- Messenger service referral and arrangements
- Golf tee times and reservations (subject to availability)
- Gift basket and floral delivery arrangements
- ATM location information
- Weather forecast information

### ► **Hertz Car Rentals**

As a AAA member, you save up to 20% on Hertz car rentals for leisure or business travel. Members also receive an array of valuable benefits from Hertz including no charge for additional drivers who are AAA members meeting standard rental qualifications, free use of child safety seat, Member Satisfaction Guarantee, etc. Your Hertz/AAA CDP ID# is 014 and is located on the back of your membership card. *Reservations can be made at your local AAA office or online at [AAA.com/Hertz](http://AAA.com/Hertz).*

Enjoy savings of 50% for Hertz #1 Club Gold membership as a AAA Classic or Plus member, and AAA Premier members receive a FREE one year Hertz #1 Club Gold membership. *Premier members log in at [AAA.com](http://AAA.com), or call 1-800-222-1134.*

### ► **Luggage and Travel Accessories**

Get the guaranteed lowest price on luggage and travel accessories when you purchase them at a AAA office. You save as much as 50% on MSRP prices on top-quality, name-brand luggage including Samsonite<sup>®</sup>, American Tourister<sup>®</sup>, Delsey<sup>®</sup>, Travelpro<sup>®</sup> and more, plus you can be assured that you will not find better pricing at a retail store. *Visit your local AAA office. Or shop from the comfort of your home and get great savings at eBags by visiting [AAA.com/ETravelStore](http://AAA.com/ETravelStore).*

▶ **AAA Escapes™**

Short on time and budget? Choose a AAA Escapes™ getaway. Our private-label packages are designed exclusively for AAA members like you. Whether you're looking for a family friendly vacation, romantic couples getaway or some golf and tennis, AAA Escapes offer over 25 fun-filled escapes to choose from. All packages include a AAA Diamond rated hotel, breakfast, attraction or special event ticket and taxes. Discover for yourself why AAA Escapes make your next vacation simple, convenient and affordable. Visit [AAA.com/AAAEscapes](http://AAA.com/AAAEscapes) for reservations and information.

▶ **AAA Everyday Escapes**

AAA has negotiated exclusive nightly hotel rates (over and above the standard 10% AAA TourBook® rate) at over 80 AAA Diamond rated properties in Florida, Georgia, Tennessee and throughout the surrounding states. Depending on location, some hotels include transportation to theme parks and or daily breakfast. Vacationing in Orlando? AAA has exclusive member rates at 13 hotels close to the most popular Orlando theme parks. *To book your hotel, call or visit your local AAA office or [AAA.com/AAAEscapes](http://AAA.com/AAAEscapes) and click on Everyday Escapes.*

▶ **Travel Accident Insurance**

When Plus or Premier members purchase a ticket or make travel arrangements through AAA Travel, they are automatically covered. Benefits up to \$300,000 are available.

## FINANCIAL SERVICES

*The Foundation for Achieving Your Dreams.*

### ▶ **AAA Credit Cards**

AAA members can select from two different AAA Credit Cards. Each card is available without an annual fee\* and offers a unique rewards program. Members can choose a card that offers cash back or valuable rewards points on purchases. *To learn more or apply, visit [AAA.com/CreditCard](http://AAA.com/CreditCard).*

\*For information about the rates, fees, other costs and benefits associated with the use of these credit cards, refer to the online application on [AAA.com](http://AAA.com). The AAA Credit Card Program is issued and administered by FIA Card Services, N.A.

### ▶ **Identity Theft Protection**

To help protect members' identities, AAA has partnered with LifeLock® – the industry leader in proactive identity theft protection. As a AAA member, you get 20% off the low monthly fee and a 30-day free trial. LifeLock offers a \$1 million total service guarantee; complete proactive identity theft protection; recurring credit fraud reports; reduced junk mail and credit card offers; and WalletLock™, which helps replace the contents of a lost wallet. Protect your identity. *Call 1-800-607-8983 or visit [AAA.com/LifeLock](http://AAA.com/LifeLock).*

### ▶ **AAA Deposits Program**

AAA members are eligible for preferred yields on Certificates of Deposit, Money Market Savings Accounts and Individual Retirement Accounts. *For more information and to check current rates, visit [AAA.com/Deposits](http://AAA.com/Deposits).*

### ▶ **AAA Gift Cards and Cheques**

American Express® and Visa® Gift cards are available at a discounted member price at participating AAA offices. Members can also choose to purchase an American Express Gift Cheque which works like cash and can be deposited into any checking or savings account.

### ▶ **AAA Travel Money**

For your convenience, AAA offers travel money products such as fee-free travelers cheques, prepaid debit travel cards, foreign currency and TipPaks—a small amount of euros or pounds, perfect for tips and taxis. *Visit your local AAA office or [AAA.com/TravelMoney](http://AAA.com/TravelMoney) for details.*

## **INSURANCE SERVICES**

*Get Added Protection and Security with AAA Insurance Agency.*

### ▶ **No-Obligation Insurance Quotes**

AAA Insurance Agency has been a trusted source of insurance for more than 50 years and today is the largest personal lines insurance agency in the southeast—United States. You can choose from a vast array of insurance products from financially secure and highly rated companies, including AAA's own insurance companies, that will protect your vehicle, your home and your family. Our licensed, experienced agents will advise you on the types of protection you and your family need including:

- Home & Auto Combined
- Auto
- Condo
- Motorcycle
- Recreational vehicle
- Renters
- Umbrella
- Home
- Flood
- Mobile home
- Boat
- Wind
- Life and health
- Wind
- Other coverage

You can receive multiple auto insurance quotes in just minutes, which could save you hundreds of dollars. As a AAA member, you may be eligible for additional discounts. *For a policy review and no-obligation quote, visit [AAA.com](http://AAA.com), call 1-800-222-3854 or visit your local AAA office.*

## MEMBER SERVICES

*Take Advantage of Your Exclusive Member Services and Savings.*

### ► **Show Your Card & Save<sup>®</sup> Member Discounts**

Receive everyday discounts on dining, shopping, entertainment, prescriptions, eyeglasses, electronics, moving trucks, services and much more at over 160,000 participating locations by simply showing your AAA membership card. *Visit [AAA.com/Discounts](http://AAA.com/Discounts) to learn more.*

### ► **Hotels**

AAA offers a wide variety of AAA Diamond rated hotels worldwide. And no one beats AAA's online rates. Not Expedia, Travelocity or Orbitz\*. So as a AAA member you can feel comfortable knowing that you are getting the best value for your money. *Go to [AAA.com/Hotels](http://AAA.com/Hotels) for all of your hotel needs.*

\*Based on independent research conducted in June, 2007 by Harris Interactive.

### ► **Attraction Ticket Savings**

AAA offers exclusive member savings of up to 35% and more at over 100 of the most popular theme parks and attractions including Walt Disney World<sup>®</sup> Resort, Universal Orlando Resort<sup>®</sup>, Busch Gardens, SeaWorld, Six Flags and Dollywood. Choose from museums, nature and animal adventures, aquari-

ums, historic parks, science and space attractions, boat rides, hot air balloons and more. Members can also save on dining and souvenirs at select theme parks. AAA also offers savings at 16 water parks. *For a complete listing visit [AAA.com/Fun](http://AAA.com/Fun).*

### ▶ **Entertainment Savings**

AAA offers great discounts to a variety of fun-filled dinner theaters with themes such as pirates, horses, mystery, magic and jousting knights. For on-the-water dining pleasure, members save on brunch, lunch and dinner cruises. And members save on select movie theaters and entertainment complexes.

### ▶ **Legal Service Reimbursement**

If you are involved in an accident and need the services of an attorney, AAA will reimburse you for legal expenses of up to \$500 if initially charged with reckless driving in an accident; up to \$1,000 if initially charged with manslaughter related to an auto accident; and up to \$1,500 if a Plus or Premier member. *For more details visit [AAA.com](http://AAA.com).*

### ▶ **Free Notary, Fax and Copy Services**

Personal notary transactions are available at most AAA offices, Monday through Friday. Notary, Fax and Copy services are free for all AAA members.

### ▶ **Emergency Check Cashing**

When you are traveling in the United States, all AAA offices will cash a personal check for up to \$100 for you as a visiting member. To cash a check, present your membership card and other required picture identification.

### ▶ **Personal Accident Insurance**

The moment you join the club, you're covered by a Personal Accident Insurance policy that provides protection for auto and other travel-related

accidents. *For more information, visit your nearest AAA office or AAA.com.*

### ► **Medical Rider Option**

Add the medical rider option for a nominal fee when you renew your membership. This rider increases a number of the medical and hospital service benefits of the Personal Accident Insurance policy you already have as a AAA Auto Club South member.

### ► **Theft Reward**

AAA issues a \$1,000 reward for Classic memberships and \$2,000 for Plus and Premier memberships for information leading to the arrest and conviction of a person stealing or causing a hit-and-run accident involving any eligible vehicle registered in the name of the member. (Rewards are not payable to law enforcement officers, the member whose car was stolen or immediate family members.)

### ► **Arrest and Bail Bond Assistance**

If you are arrested for a covered minor traffic violation and cannot post bail, your AAA membership card and bail bond certificate guarantees authorities a \$1,000 arrest bond. For more serious covered traffic violations, you are protected with a \$5,000 bail bond certificate, which you can get by calling your nearest AAA office.

- If you surrender your AAA membership card you must notify your local AAA office at once.
- If you do not settle with the local court or appear at your hearing, the fine for your violation, as well as any costs imposed, will be charged to AAA by the local court.
- By using the Bail Bond Benefit, you agree to reimburse AAA for the total combined amount of any fines, forfeitures, court costs, and other costs paid by AAA in connection with the use of the Certificate. AAA will bill you for these costs. Upon receipt of reimbursement your AAA membership card will be returned to you.

## LIMITATIONS

- The Bail Bond Certificate is only valid for the member whose name appears on an accompanying AAA membership card. It is not transferable.
- The violation of a motor vehicle law or ordinance must have been committed prior to the expiration date shown on the AAA membership card.
- The Bail Bond Certificate is not valid for serious violations including driving while under the influence of intoxicating liquors, drugs or narcotics; failure to appear for violations; driving on a suspended/revoked driver's license; hit and run; illegal use or falsification of license or registration; engaging in a felony; attempting to elude/eluding police; or theft of vehicle.

## ► Trip Continuance

If the car you're in is involved in a collision and cannot be driven, or if the car is stolen, and you are 50 miles or more from your home, Trip Continuance reimburses you for actual covered expenses incurred and paid to a commercial establishment. The maximum reimbursement is \$1,000 for Classic, \$1,500 for AAA Plus and \$2,000 for AAA Premier memberships for eligible expenses up to 72 hours from the time of the collision or theft.

This benefit covers emergency expenses required to transport you to your destination or to return home. Expenses incurred at the destination or home are not covered. Coverage applies to incidents occurring in the United States and Canada only.

## COVERED EXPENSES

- Meals and lodging at a commercial establishment more than 50 miles from home and in the immediate vicinity of the collision or car repair facility, OR,
- Rental of a like vehicle, OR
- Commercial transportation (bus, train or plane) to your destination or home.

## GENERAL PROVISIONS

- **COLLISION OR THEFT:** expenses must be due to a theft or a collision which renders the car inoperable.
- **POLICE REPORT:** a detailed report must be provided with the claim.

- **PERIOD OF COVERAGE:** only those expenses incurred up to 72 hours from the time of the theft or collision are covered.
- **MEMBERS ONLY:** expenses are reimbursed for AAA Auto Club South members only.
- **RECEIPTS:** itemized receipts for each expense must be provided with date and location stated.
- **COMMERCIAL ESTABLISHMENTS:** only emergency expenses relating to the incident from commercial establishments will be reimbursed. *Questions about this process should be directed to your local AAA Auto Club South office or to 1-800-388-6725.*

Nonreimbursable expenses include phone calls, gasoline, purchase of optional car rental insurance and expenses of friends or family. Visit AAA.com for more information on covered and noncovered expenses. Claims will not be eligible for consideration without receipts for each expense claimed. Claims must be submitted within 90 days of the incident. Approved claims will be paid by check directly to the member.

## ► **Vehicle Return Benefits**

**What Is Covered?** AAA Premier members on covered travel are reimbursed up to \$500 for transportation of the vehicle back to the primary residence when an unexpected illness or injury prevents completion of the covered travel. The vehicle must be operable. Transportation must be performed by an accredited professional transport company. **What Is Not Covered?** Vehicle Return benefits will not be payable if the vehicle is a rental 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 member or by a traveling companion.

**GENERAL PROGRAM PROVISIONS:** This member handbook 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 Auto Club South. The terms and conditions of the Master Policy agree with the terms outlined in this guide to benefits. However, features and benefits are subject to change without notice. Vehicle Return benefits are underwritten by

BCS Insurance Company, and administered by World Access Service Corp, A Company of Mondial Assistance. WASC will not unreasonably apply this provision to avoid claims hereunder. Insurance coverages are provided under a Master Policy Form No. 50.233B issued by BCS Insurance Company. Benefits are administered by World Access Service Corp. Some conditions and exclusions may apply.

**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 World Access Service Corp. (WASC) within 60 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 WASC within 90 days from the date of loss, or as soon after that date as reasonably possible, and in no event, except in the absence of legal capacity, later than one year from the time proof is otherwise required.

*AAA Premier Members can contact World Access Service Corp. (WASC) by calling the exclusive Premier Services number on your membership card. The WASC Service Associate will confirm your request and provide you with assistance.*

#### **GENERAL DOCUMENTATION**

- 1) Evidence of accident/theft (i.e., official police report)
- 2) Copy of invoice from accredited professional transport company (Vehicle Return Benefit)

**IF YOU HAVE A QUESTION OR NEED TO FILE A CLAIM:** AAA Premier Members must contact World Access Service Corp. (WASC) by calling the exclusive Premier Services number on your membership card. The WASC Service Associate will confirm your request and provide you with assistance. This guide to travel insurance services arranged by World Access Service Corp. is 1) your Vehicle Return Group Insurance coverage underwritten by BCS Insurance Company; and 2) your outline of administrative services provided by World Access Service Corp.

# AAA OFFICES

## *Auto Club South Offices to Serve You*

Open Mon./Wed./Fri., 8:30 a.m. – 5:30 p.m.  
Tues./Thurs., 10:00 a.m. – 7:00 p.m.

\* Open Mon.–Fri., 8:30 a.m. – 5:30 p.m.

† Open Mon./Wed./Fri., 8:30 a.m. – 5:30 p.m.  
Tues./Thurs., 8:30 a.m. – 7:00 p.m.

### FLORIDA

**Belleair Bluffs** (*Travel/Insurance only*) ..... 727-584-7678  
100 N. Indian Rocks Rd.

\***Boca Raton** (*Insurance only*) ..... 561-338-4430  
2200 W. Glades Rd., Ste. 508

**Bradenton** ..... 941-798-2221  
6210 Manatee Ave. West

**Brandon** ..... 813-681-5761  
415 W. Robertson St.

**Clearwater** ..... 727-448-2600  
2170 Rainbow Drive

\***Clermont** (*Insurance only*) ..... 352-394-5503  
12340 Roper Blvd.

**Daytona Beach** ..... 386-252-0531  
2525 International Speedway Blvd.

**Delray Beach** ..... 561-865-1400  
14539 Military Trail, Ste. A

**Fort Myers** (*Driver License*) ..... 239-939-6500  
2516 Colonial Blvd.

**Fort Pierce** ..... 772-461-6972  
1971 South U.S. Hwy. 1

**Gainesville** ..... 352-373-7801  
1201 N.W. 13th

**Heathrow** ..... 407-444-4240  
1000 AAA Dr.

**Jacksonville** (*Driver License*) ..... 904-565-7722  
4320 Deerwood Lake Pkwy., Ste. 109

### Kissimmee

**Kissimmee** ..... 407-944-0866  
204 W. Oak St.

\***Southchase** (*Insurance only*) ..... 407-856-2360  
12163 S. Orange Blossom Trail

**Lakeland** ..... 863-688-7921  
1457 E. Memorial Blvd.

\***Lake Sumter Landing** ..... 352-751-1888  
1068 Lake Sumter Landing

**Lakewood Ranch** ..... 941-756-0606  
11531 Palmbrush Trail

**Leesburg** .....352-787-8800  
1107 W. North Blvd. #16

**Mary Esther/Fort Walton Beach (Travel/Insurance only)** ....850-244-3126  
413 Page Bacon Road

**Melbourne** .....321-253-9100  
3578 N. Harbor City Blvd.

## Miami

**Kendall** .....305-270-6450  
7074 S.W. 117th Ave.

**South Miami** .....305-661-6131  
6643 S. Dixie Hwy.

**Naples** .....239-594-5006  
5401 Airport-Pulling Rd. N.

**Ocala** .....352-237-6251  
3033 S.W. College Rd.

**Orange Park** .....904-272-2010  
555 Blanding Blvd., Ste. 1

## Orlando

**Colonial** .....407-894-3333  
4300 E. Colonial Dr.

**\*Waterford Lakes (Insurance only)** .....407-380-3920  
626 N. Alafaya Trail, Ste. 106

**Palm Beach Gardens** .....561-694-9090  
9123 N. Military Tr., Ste. 110

**\*Palm Coast (Insurance only)** .....386-446-2312  
1000 Palm Coast Parkway SW, Unit 107

**Palm Harbor** .....727-789-7850  
32050 U.S. Hwy. 19 North

**Pembroke Pines** .....954-322-5020  
15739 Pines Blvd.

**Pensacola** .....850-477-6860  
540 Brent Ln.

**Plantation** .....954-424-4140  
11971 W. Sunrise Blvd.

**Pompano Beach** .....954-942-5450  
601 E. Atlantic Blvd.

**Ponte Vedra** .....904-280-8181  
840 Hwy. A1A North, #180

**Port Charlotte** .....941-627-1544  
21229-A Olean Blvd.

**\*Port Richey** .....727-868-9523  
10532 Devco Dr.

**\*St. Augustine (Insurance only)** .....904-825-0298  
172 State Rd. 312

## St. Petersburg

**Downtown (Driver License)** .....727-826-3600  
800 2nd Ave. South

**Gateway (Travel/Insurance only)** .....727-577-5282  
7787 Martin Luther King Jr. St. N., Ste. 2

## Sarasota

- Bee Ridge (Drivers License)** ..... 941-929-2299  
3844 Bee Ridge Rd.
- Ringling** ..... 941-362-2500  
258 Ringling Shopping Ctr.
- Seminole** ..... 727-398-3120  
9200 Seminole Blvd.
- \*Spring Hill** ..... 352-683-3446  
1410 Pinehurst Dr.
- Stuart** ..... 772-287-5300  
1610 S.E. Federal Hwy.
- \*Sun City Center** ..... 813-633-4880  
717 Cortaro Drive
- Tallahassee** ..... 850-907-1000  
2910 Kerry Forest Parkway, D-1

## Tampa

- Carrollwood** ..... 813-963-2121  
14755 N. Dale Mabry Hwy.
- New Tampa** ..... 813-929-3430  
20315 Bruce B. Downs Blvd.
- \*Westchase (Insurance only)** ..... 813-814-5777  
11667 Countryway Blvd.
- †Westshore** ..... 813-289-5800  
1515 N. Westshore Blvd.
- \*Trinity** ..... 727-375-2404  
10700 State Road 54, Ste. 102-3
- Venice** ..... 941-493-2100  
2100 South Tamiami Trail
- Vero Beach** ..... 772-770-3400  
6650 20th St.
- \*The Villages** ..... 352-753-2500  
955 Bichara Blvd.
- \*Wellington (Travel/Insurance only)** ..... 561-357-3475  
4075 State Rd. 7, Ste. F1.
- Winter Haven (Travel/Insurance only)** ..... 863-293-3151  
601 W. Central Ave.

## GEORGIA

### Atlanta

- Marietta/East Cobb** ..... 770-565-5700  
4101 Roswell Rd. N.E. #301
- Morrow/Southlake** ..... 770-961-8085  
1500 Mt. Zion Rd., Ste. 205
- Norcross/Peachtree Corners** ..... 770-448-7024  
5450 Peachtree Pkwy., #1F
- Sandy Springs** ..... 404-843-4500  
4540-B Roswell Rd.
- Tucker/Northlake** ..... 770-939-7520  
2200 Northlake Pkwy., #129
- Augusta** ..... 706-738-6611  
3601 Walton Way Ext.

**Columbus** .....706-324-7121  
2449 Airport Thruway

**Macon** .....478-471-0800  
175-E Tom Hill Sr. Blvd.

**Savannah** .....912-352-8222  
712 Mall Blvd.

## **TENNESSEE**

**Chattanooga** .....423-490-2000  
2111 Gunbarrel Rd.

**Memphis** .....901-761-5371  
5138 Park Ave.

**Murfreesboro** .....615-896-5585  
1970 Old Fort Pkwy., Ste. B

## **Nashville**

**Cool Springs (Brentwood)** .....615-376-1601  
1701 Mallory Lane, Ste. 200

**Hillsboro** .....615-297-7700  
2501 21st. Ave. S., #1

**Rivergate** .....615-859-8400  
2153 Gallatin Rd. North

## **PUERTO RICO**

**\*San Juan** .....787-620-7805  
654 Avenida Muñoz Rivera, Suite 103

# Privacy Policy

At AAA Auto Club South, maintaining your trust and confidence is our top priority. We do not sell or rent nonpublic personal information about our members or former members. We do not share nonpublic personal information about our members or former members with companies outside of AAA, except where required or permitted by law. We carefully manage and safeguard information among our companies and affiliates, based on your membership or other relationships with AAA Auto Club South, in order to provide you with unsurpassed service, greater convenience and superior value.

Sources from which we may collect nonpublic information about you include: information we receive from you on applications or other forms in writing, via facsimile transmission, by telephone, by electronic means including e-mail and our website, or by other means of communication; information resulting from your transactions with us, our affiliates or others; information resulting from entitled services that you have received from us, our affiliates or others; information obtained from governmental sources, such as your driving record and claims history (insurance clients); and information obtained from non-governmental sources, such as demographic data used for marketing purposes.

We may disclose personally identifiable information about you to persons or organizations within or outside of the AAA Federation as permitted or required by law including companies that perform marketing services for us or with whom we have joint marketing agreements. These agreements allow us to extend the value of your membership or provide you with special savings. Information will normally be limited to name, address, telephone number, membership or customer number and Club tenure. Under certain circumstances, additional information will be provided to appropriate third parties with your consent or at your direction, such as when you apply for a loan, request a quote for insurance or, as necessary, to perform other services. Information will also be disclosed, if necessary, to effect, administer or enforce a transaction, benefit or service that you have requested or authorized or to which you are entitled. This includes such information as the description, location and license number of your vehicle, as well as your telephone contact number and other information deemed necessary to provide you with emergency road service. Information may be shared among the Club's corporate affiliates and subsidiaries, other AAA clubs and the AAA National Office. Other third parties with whom information may be shared include, but are not limited to, emergency road service contractors, AAA Approved Auto Repair facilities, travel service providers, financial service providers, insurance support organizations, insurance agents, claims representatives, independent contractors, courts and governmental agencies.

We restrict access to your nonpublic information to those employees who need such information in order to provide products or services to you. In compliance with federal regulations, we maintain physical, electronic and procedural safeguards designed to guard and prevent misuse of your nonpublic personal information. Please refer to our website (AAA.com) for additional details regarding our Internet Privacy Policy.

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If you do not wish to receive these types of communications, please write us at:  
Membership Records, AAA Auto Club South, 1515 N. Westshore Blvd.,  
Tampa, Florida 33607-4505.

Please include your full name, address and AAA membership number.  
You will still receive our publication, *AAA Going Places*.