MEMBER GUIDE

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Tidewater Automobile Association of Virginia, Incorporated

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Tidewater Virginia

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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 provide Roadside Assistance benefits to include motor homes, dual-wheel campers, travel trailers, motorcycles licensed for highway use, and pick-up trucks with campers (including fifth wheel campers) and certain recreational trailers in areas where available. Extended Roadside Assistance services for AAA Plus, AAA Plus RV, AAA Premier or AAA Premier RV benefit levels, where available, and certain AAA Premier benefits are effective seven (7) calendar days after processing, and receipt of the full payment due. AAA Premier benefits that have a 7 day wait period include the following: Tow of up to 200 driving miles, Vehicle Locksmith, One-day Free Rental Car with in-territory tow, Discount on the paid ID theft products, Home Lockout Service, and Windshield Repair.

A non-refundable service fee applies each time you use Roadside Assistance for the first three days of your new membership. 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. The area serviced by AAA Tidewater is one of nine territories ("Affiliate Territories") serviced by one of the following affiliated clubs: AAA Alabama, AAA East Central, AAA Hawai'i, AAA New Mexico, AAA Northern New England, AAA Texas, AAA Tidewater, Automobile Club of Missouri, and Automobile Club of Southern California.

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 (1) membership at a time.

Membership Renewal
AAA Tidewater Virginia membership is valid for one (1) 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 (1) 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 (1) 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 one (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 seven (7) business days before your expiration date from your credit/debit account on file if paying by credit or debit card, or about one (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 returned electronic payments may be re-presented electronically for payment. Each returned payment is subject to a returned payment fee, which may be debited electronically. For fee amount, visit AAA.com/ServiceFee.

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, contact your local AAA branch or write to AAA Tidewater Virginia, Attention: Membership Privacy, PO Box 630588, Irving TX, 75063-0130 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. During this time, you may receive mailings that were already in progress. You will continue to receive AAA Explorer 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 Auto Club 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 services beyond the "Classic" benefit level, such as towing beyond five (5) miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extrication/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.

AAA PLUS RV and AAA PREMIER RV ROADSIDE ASSISTANCE BENEFITS

With AAA Plus RV or AAA Premier RV, the benefits described below are extended to include motor homes, dual-wheel campers, travel trailers, motorcycles licensed for highway use, and pick-up trucks with campers (including fifth wheel campers) and certain recreational trailers in areas where available. Tow and extrication and winching benefits for RVs and motorcycles and tire change for RVs are available as allowable service calls for AAA Plus RV and AAA Premier RV members. AAA Tidewater Virginia will pay up to $500 towards services per allowable RV/Motorcycle service call, up to $1,000 total per household per membership year on allowable RV/Motorcycle service calls. Members will be responsible for all other costs of service above that amount. AAA Plus RV and AAA Premier RV do not, however, add extra allowable service calls.

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. If this service is for an RV, it is subject to the RV/Motorcycle dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section.

- 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 Mobile 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 period valid in the U.S. and Canada. **AAA Mobile Battery Service is part of Roadside Assistance for AAA Members, generally 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 (1) of the Member's four (4) allowable service calls per Membership year. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. 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. Members must request and/or schedule battery service by contacting AAA.

- 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 who require extrication or winching of a vehicle, including an RV or motorcycle, will be provided up to two drivers and two service vehicles, if needed, subject to the dollar amount limitations described in TOWING SERVICE – RV/MOTORCYCLES section.

- 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, towing service is available. 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. A member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described will be performed at the member's expense and may be subject to delay.

- TOWING SERVICE – NON-RV/MOTORCYCLE VEHICLE
  The independent service provider can tow the vehicle back to its facility, no matter how far away, at no charge to the member. If you choose to have the non-RV/Motorcycle 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 from the point of breakdown on allowable service calls for Classic members and up to 100 driving miles from the point of breakdown on allowable service calls for AAA Plus and AAA Plus RV members. AAA Plus RV Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described below.

  With AAA Premier and AAA Premier RV, you can use one (1) allowable Roadside Assistance service call per household per membership year for a non-RV/motorcycle tow of up to 200 driving miles, and the remaining allowable service calls in the membership year for tows of up to 100 driving miles. AAA Premier RV Members may use any or all of their four allowable calls for RV or Motorcycle service, subject to limits described below.

  AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV benefits increase the distance limits on non-RV/motorcycle tows for the 4 allowable service calls per membership year as described above, but do not add extra allowable service calls. AAA Plus, AAA Premier and RV/ Motorcycle towing may be subject to a delay.

- TOWING SERVICE – RV/MOTORCYCLE
  AAA Plus RV and AAA Premier RV provide tow benefits for RVs and motorcycles, as well as extrication and winching, and tire change service for RVs, as allowable service calls. AAA Tidewater Virginia will pay up to $500 towards services per allowable RV/Motorcycle service call, up to $1,000 total per household per membership year on allowable RV/Motorcycle service calls. Members will be responsible for all other costs of service above that amount. Members may use any or all of their allowable calls for an RV or Motorcycle. In the event the RV is disabled while pulling an eligible trailer, including fifth wheel trailers, a tow will be provided for the disabled vehicle and the trailer on an allowable service call, subject to the dollar amounts described above.

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.

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 standard 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 standard class or equivalent rental car reimbursement per membership year. Coverage applies when the member's car is inoperable in conjunction with a non-collision covered 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.

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, extrication/winching and tire change service. Towing, extrication/winching and tire 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 extrication 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 TIDEWATER 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 extrication 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.
- Towing, extrication/winching and tire change service for RVs and towing and extrication 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 an independent service provider.
- AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV services prior to seven (7) calendar days after processing, 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. Identification and proof of residence is required. In the case of rental property, approval of the property owner may be required. Service is valid only in the AAA Tidewater Virginia territory. Service is provided by independent locksmiths and is subject to availability; if AAA Tidewater Virginia cannot dispatch service, the member will be referred to a commercial locksmith and will be reimbursed for covered service up to $100. Locksmith arrival time is based on locksmith availability.

TRAVEL

Travel Guides
North America and Caribbean AAA TourBook® Guides are available to view online, download or print. TripTik® Travel Planners are available free online or in branch. Select domestic and international printed maps and publications are available to pick up in branch free of charge to Members.

Travel Agency
Full service leisure travel agency benefits are available from AAA Travel, with Member-only benefits on select cruise or land vacations.Members receive a discount on processing fees when purchasing airline tickets through AAA Travel.International driving permits and discounted passport photos are also available at your local Auto Club branch.Members save on expedited passport and travel visa courier services online. AAA Premier members receive one free set of passport photos per household per membership year, 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 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 Advisor for more details.

*Terms, conditions, and exclusions apply to all plans. Coverage may vary by plan and state. See your plan for details. Plans generally do not cover losses related to COVID-19, including without limitation due to known, foreseeable, or expected events, epidemics, government prohibitions, warnings, or travel advisories or fear of travel. For more information, contact Allianz Global Assistance at 800-284-8300 or 9950 Mayland Drive, Richmond, VA 23233 or customerservice@allianzassistance.com. Underwritten by BCS Insurance Company or Jefferson Insurance Company. Allianz Global Assistance is the licensed producer and administrator. Automobile Club of Southern California or affiliates act as producer in HI and KS. Plans include insurance benefits and assistance services. CA customers can reach the CA Dept of Insurance through its toll-free Consumer Hotline: 1-800-927-4357 (HELP).

Travel Assistance
AAA Premier members can receive Travel Emergency Assistance and Concierge Services 24 hours a day, 7 days a week—in the United States or internationally—when they are on planned trips 100 miles or more from the AAA Premier member's primary residence which include at least one overnight stay and are not more than 45 days in duration. Concierge Services are also available prior to a planned trip. 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

24-Hour Travel Assistance and Concierge Services for AAA Premier Members, please call the numbers below.
800.519.1127 (Toll-free, Domestic)
804.281.6715 (Collect, International)

The member must purchase AAA Premier service prior to travel departure date in order to use these services. 24-Hour Travel Assistance and Concierge Services are not financial benefits. Any costs associated with these services are paid by the member.

**AGA Service Company (dba Allianz Global Assistance) is the provider and administrator for these benefits. Certain restrictions and limitations apply.

Benefits and service provider are subject to change without notice.

Hertz® Car Rentals
AAA members receive discounts for Hertz car rentals for domestic and international leisure travel. Members can also get free use of one child safety seat, a 10% discount off Hertz fuel purchase option and free additional qualified drivers who are AAA members (must hold a major credit card in their own name and meet standard rental requirements). AAA members that join Hertz Gold Plus can receive points to use towards rewards, experiences and more. Advance reservation required and subject to availability. Your AAA membership provides exclusive benefits and savings when you book with your AAA Travel Advisor or visit AAA.com/Hertz. Your Hertz/AAA CDP ID# is 258.

AUTOMOTIVE

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 get a 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/AutoManager.

*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.

**New Cars: You will receive upfront Member Price offers on in-stock dealer inventory. Not all dealer inventory is presented online. The Member Price is an offer directly to you. It includes the vehicle's MSRP minus incentives and dealer discounts. It excludes dealer fees and accessories, applicable tax, title, licensing, other state and governmental charges and/or fees, and is subject to change based on incentives eligibility. The AAA Car Buying Service and TrueCar do not set vehicle pricing and are not responsible for errors in the pricing information communicated to you by a Certified Dealer through the AAA Car Buying Service site. A vehicle configured on the website is a "virtual vehicle" and may not exist at a Certified Dealer. Certain terms, conditions and restrictions apply. The MSRP, or Manufacturer's Suggested Retail Price, is the price suggested by the manufacturer. Used Cars: The Used Vehicle Certificate shows the dealer's advertised price for used cars.

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

Members can view features, crash test data, manufacturer incentives and MSRP, and get detailed pricing reports for new cars.

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/AutoManager. 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/Auto.

AAA Premier members receive one (1) free CARFAX Vehicle History Report per membership year by calling the AAA Premier 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/Auto.

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.

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 86-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.

Windshield Repair
AAA Premier members receive an exclusive AAA price on windshield chip repairs provided by Safelite AutoGlass®. You'll receive a discount off the regular repair price and a waived mobile delivery and supply fee. One discounted repair service per AAA Premier household per membership year. For current pricing, go to AAA.com/Windshield. Your Premier benefit includes the repair of up to three chips or cracks in a single visit on one vehicle. Limitations on repair size and location on windshield apply. Service must be scheduled through AAA.com/MyAccount. Mobile and retail service available in select areas. For members recently upgrading to AAA Premier, the benefit is effective seven calendar days after the upgrade is processed. Service is not eligible for reimbursement. May not be combined with any other offer. Not valid on insurance claims or commercial fleet services. Offer subject to change without notice. Sales tax charged in certain states.

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 to schedule an appointment.

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. Classes are available online at AAA.com/DriverImprovement. Call 757.233.3833 for more information. 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 757-233-3833 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 757.233.3833 to schedule a free appointment.

MEMBER SERVICES

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. Discounts, products and vendors are subject to change at any time without notice. Restrictions apply. For full terms and conditions and to view current discounts, visit AAA.com/Discounts.

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 eighteen (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 Ten Thousand Dollars ($10,000) in identity theft insurance at no extra charge.

AAA also 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 ten percent (10%).

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 eighteen (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.

AAA Visa Signature® Credit Cards
Meet your new go-to credit card for everywhere you go. AAA has two cards to choose from; which card is best for you? Our **AAA Daily Advantage Visa Signature®** Credit Card is perfect for those who value earning cash back for life's everyday adventures, and our **AAA Travel Advantage Visa Signature®** Credit Card is ideal for those who want cash back to complement a travel-focused lifestyle. Visit http://AAA.com/CreditCard to learn more.

For information about rates, fees, other costs and benefits associated with the use of this credit card, visit http://AAA.com/CreditCard and refer to the disclosures accompanying the application.

Offer is exclusive to AAA Daily Advantage Visa Signature® Credit Card or AAA Travel Advantage Visa Signature® Credit Card holders enrolled in the AAA Daily Advantage or AAA Travel Advantage program. Cash Back can be redeemed as statement credits, direct deposit, rewards and qualifying purchases at participating AAA locations. This rewards program is provided by Comenity Capital Bank and its terms may change at any time. For full Rewards Terms and Conditions, please see http://AAA.com/AdvantageTravelTerms or http://AAA.COM/AdvantageDaily Terms.

Credit card offers are subject to credit approval.

AAA Daily Advantage Visa Signature® Credit Card and AAA Daily Advantage Visa Signature® Credit Card are issued by Comenity Capital Bank pursuant to a license from Visa U.S.A. Inc. Visa is a registered trademark of Visa International Service Association and used under license.

Notary Service
Notary service is generally available for a fee for most personal documents, Monday through Friday, during normal business hours, and at no charge for AAA Premier members. Service is available in all branches excluding Louisiana, where it is not available. Some branches are open on Saturday. Up to 10 signatures per day. Notarizations must be obtained at a AAA branch only and fees are subject to change without notice. Certain restrictions apply.

***AAA Explorer* Magazine**
As a primary member of AAA Tidewater Virginia, you'll automatically receive *AAA Explorer* magazine quarterly. An annual $2 subscription to *AAA Explorer* 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.

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 and renew AAA insurance coverage. AAA insurance is a collection of AAA branded products, services and programs available to qualified AAA Members. AAA personal lines insurance is provided by the Interinsurance Exchange of the Automobile Club (the "Exchange"). The Exchange is ranked A+ (Superior) by A.M. Best for financial stability. Life insurance is underwritten and annuities are provided by AAA Life Insurance Company, Livonia, MI. AAA Life is licensed in all states, except NY. The Motor Club and/or its affiliates act as agents for their affiliate insurers, including AAA Life. AAA Life CA Certificate of Authority #07861.

TOLL-FREE NUMBERS

Roadside Assistance	1.800.AAA.HELP (4357)
Online at AAA.com/RoadsideAssistance	
Insurance Services	1.877.222.2245
Travel Services	1.800.501.4222
Car Care Centers	1.877.744.7222
Membership and Other Services	1.800.501.4222

AAA TIDEWATER VIRGINIA LOCATIONS

Corporate Center
5366 Virginia Beach Blvd.
Virginia Beach, VA 23462
757.233.3800

Chesapeake
111 Kempsville Rd.
Chesapeake, VA 23320
757.547.9741

Hampton Center
1520 Aberdeen Rd.
Hampton, VA 23666
757.826.1061

Newport News
733 J. Clyde Morris Blvd.
Newport News, VA 23601
757.246.4746

Norfolk
330 W. 22nd St., Suite 101
Norfolk, VA 23517
757.622.5634

Suffolk Center
3529 Bridge Rd.
Suffolk, VA 23435
757.397.5941

Landstown Commons
3352 Princess Anne Rd., Suite 919
Virginia Beach, VA 23456
757.340.7271

Williamsburg Center
6517 Richmond Rd.
Williamsburg, VA 23188
757.564.7711

AAA CAR CARE CENTER LOCATIONS

Norfolk
5732 E. Virginia Beach Blvd.
Norfolk, VA 23502
757.963.1222 Option #1

Hampton
1520 Aberdeen Rd.
Hampton, VA 23666
757.963.1222 Option #2

Virginia Beach
1424 N. Great Neck Rd.
Virginia Beach, VA 23454
757.963.1222 Option #3

Chesapeake
1023 S. Battlefield Blvd.
Chesapeake, VA 23322
757.963.1222 Option #4

Suffolk
3529 Bridge Rd.
Suffolk, VA 23435
757.963.1222 Option #5

Williamsburg
6517 Richmond Rd.
Williamsburg, VA 23188
757.963.1222 Option #6
877.744.7222

* 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

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 collect information about you to offer AAA member benefits as listed in the *Member Guide.* This includes information that you provide directly, such as your contact information; that you provide indirectly, such as when you call or visit us online; and that we collect from third parties.

We also collect information about your transactions and experiences with us, affiliate partners, and other clubs/entities within the AAA federation. This includes, for example, information when you:

- Request Roadside Assistance (e.g., towing service)
- Purchase travel from a partner
- Use automotive services (e.g., AAA Approved Auto Repair or motor vehicle registration)
- Use member services (e.g., AAA Discounts & Rewards).

Information We Use and 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 service providers and business partners, 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.

We may use your service location 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)

(v) rental car providers if a referral is requested.

We may share your service location with our authorized independent service providers, AAR facilities, our AAA personnel, and our affiliates.

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.

Solicitation and Marketing. If you do not want offers from us or our affiliates, contact your local AAA branch or write to AAA Privacy Notice Inquiry, Attention: List Manager, PO Box 25001, 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. During this time, you may receive mailings that were already in progress. You will continue to receive *AAA Explorer* magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

We send a privacy notice annually and reserve the right to modify this Notice at any time.

This Notice is provided on behalf of: AAA Alabama (Alabama Motorists Association Inc.), AAA Hawai`i, AAA Missouri (Automobile Club of Missouri), AAA New Mexico LLC, AAA Northern New England, AAA Northern New England Insurance, AAA Texas LLC, Tidewater Virginia (Tidewater Automobile Association of Virginia Incorporated), ACSC Management Services Inc., Auto Club Enterprises, Auto Club Services LLC, Automobile Club of Southern California, and Club Exchange Corporation.

Visit us at AAA.com

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