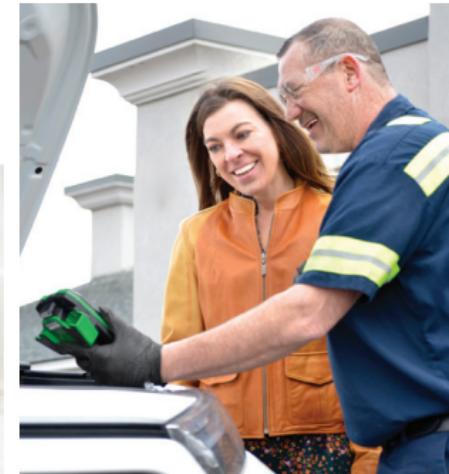


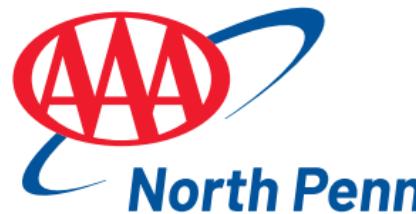


## North Penn

# MEMBER HANDBOOK



Membership • Travel • Mobile Battery Services  
Financial Services • Identity Theft Protection  
Insurance • Discounts & Rewards



# Welcome

As an AAA member, you belong to one of the largest organizations in the world. AAA has served members since 1902, and our number one priority continues to be high-quality, personal service. Today, there are more than 58 million members served at over 1,000 offices in the U.S. and Canada.

AAA membership is an excellent value. Membership provides automotive and emergency services, complete travel planning, top quality insurance and financial services and AAA Discount & Rewards®. AAA gives you safety, security, peace of mind, convenience and savings wherever you live, wherever you work and wherever you travel. It pays to belong!

The AAA Member Handbook is intended to help you take full advantage of your membership. Read it over, then keep it handy for easy reference any time you have a question about benefits. Thank you for the opportunity to serve you in the years ahead!

A handwritten signature in black ink that reads "Glenn Zumbach".

**Glenn Zumbach**

AAA North Penn, President & CEO

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## AUTOMOTIVE AND EMERGENCY

**AAA membership covers the individual listed on the card and is non-transferable. The member will receive service in any vehicle they drive, is a passenger in or rents.**

AAA helps when your vehicle suddenly won't run. AAA has 35,000 contract emergency units, 1,000 offices in USA and Canada, seven emergency services to provide.

1. Minor Mechanical Adjustments
2. Battery Service
3. Flat Tire
4. Fuel Delivery
5. Lockout Service
6. Extrication/Winching
7. Towing

*For more information about roadside assistance and mobile battery services, see pages 19 - 23.*

### Road Service Network

Local and toll-free numbers are on your AAA card. When you call "AAA Help," your call goes to the closest dispatch center. Go to [www.AAA.com](http://www.AAA.com) and click on the Road Service Online link. Fill in the online form and AAA will be on the way. You can also request roadside assistance using our free Mobile App.

### AAA Approved Auto Repair

When your vehicle(s) need servicing, you can be assured of quality service and workmanship at a fair price because AAA approves only those facilities with high standards and proven track records. AAA Approved Auto Repair facilities have agreed to abide by AAA arbitration.

If you have a problem or dispute between you and the AAA Approved Auto Repair facility, you can rely on AAA to step in and resolve the problem or dispute. Your AAA Approved Auto Repair representative can be reached at 1-800-982-4306 ext. 795.

# AUTOMOTIVE AND EMERGENCY

## Trip Continuance

An auto accident 100 miles or more away from home can ruin vacation or travel plans. Although AAA North Penn cannot prevent an accident from happening, it can provide reimbursement of up to \$100.00 for alternate transportation or meals and lodging while you are waiting for your vehicle to be repaired.

This benefit applies to a maximum of 72 hours from the time of the accident when your trip has been delayed more than 24 hours. AAA Plus extends this benefit up to \$700 and Premier Services extends this benefit up to \$1,500. Please contact AAA North Penn for full details.

## Bicycle Roadside Assistance

Now part of your everyday Roadside Assistance coverage. Service covers members whose bicycle is disabled or inoperable along a normally traveled road. We will take you and your bike back to your vehicle, your home, or a local bike shop repair. Simply call the road service number on your AAA card (1-800-222-4357).

A Roadside Assistance vehicle will be sent to the eligible disabled bicycle, without charge, from the nearest AAA contract station. Bicycle coverage applies to any eligible bicycle you are riding at the time the bicycle becomes disabled. Simply present your valid AAA card at the time of service. Members are expected to be with the bicycle at the time of service. Visit [www.AAA.com/bicycle](http://www.AAA.com/bicycle) for full program details including the program FAQ disclosures.

## Legal Advice and Help

In cases of motor vehicle accidents, AAA offers advice on member's rights, duties and liabilities, as well as alleged violations of the State Vehicle Code or local traffic ordinances. AAA North Penn goes beyond simply discussing these matters with our members, by providing competent-legal help through established local attorneys. AAA Plus provides up to \$1,500 in legal reimbursement based on published schedules and restrictions.

## AUTOMOTIVE AND EMERGENCY

### **Emergency Repair Check Acceptance**

Your personal check, credit/debit card will be accepted by any independent contract facility for payment of emergency road services for AAA members up to \$250.00. A valid membership card and identification must be presented at the time of payment. Name on the check, credit/debit card must match the member's name.

### **\$100.00 Emergency Check Cashing**

Ever try to cash a check in a strange town? Then you'll appreciate what a help AAA's Emergency Check Cashing Service can be. Most AAA offices around the country will cash a check for you-up to \$100.00-with just your Membership Card and other suitable identification.

### **Vehicle Theft Reward**

AAA issues a \$500 reward for Basic memberships and up to \$2,000 for Plus and Premier memberships for information leading to the arrest and conviction of a person stealing an eligible vehicle registered in the name of the member.

Claims must be submitted within 60 days of conviction. Rewards are not payable to law enforcement officers, the member whose car was stolen or immediate family members.

# TRAVEL, LICENSE / TITLE, TICKETS

## Personal Travel Planning

Our staff can personalize your travel information by planning your route, booking your accommodations and providing sightseeing information.

## Maps & TripTik®

AAA's highly rated exclusive TripTik system gives you a complete personalized routing of your trip. AAA city, region and state maps are the most detailed available. Call us, visit [www.AAA.com](http://www.AAA.com) to print your own TripTik, or use the AAA mobile app to access on your mobile device.

## Digital TourBooks

The online guide has the same trusted information as the printed TourBooks is now in a digital, convenient, and easy-to-use format at [www.TourBook.AAA.com](http://www.TourBook.AAA.com). For travel information about international destinations, visit [www.AAA.com/TravelGuides](http://www.AAA.com/TravelGuides).

## License & Title Services

AAA North Penn provides Authorized Online PennDOT services at all seven of our office locations. As an issuer of temporary tags, our title services are provided by PennDOT certified counselors. State and service fees apply.

## Notary Public

A free notary service is available to members for most documents. However, a clerical fee may apply for more detailed documents. Notary public service is limited to the member whose name appears on the membership card. The member must appear in-person with identification when notarizing all documents.

## Discount Tickets

Save on movie, theatre, concert, sporting event and attraction tickets at [www.AAA.com/Tickets](http://www.AAA.com/Tickets). Select tickets are also available at our Member Services offices. Tickets are non-refundable.

## AAA Travel Stores

Purchase luggage and bags, travel accessories, auto accessories and many other travel items that take the stress out of traveling. All travel store items are priced to provide "AAA member discounts".

*We are not attorneys licensed to practice law in this Commonwealth. We are not allowed to draft legal records, give advice on legal matters, including immigration or charge a fee for these activities.*

# TRAVEL ADVISORS

**Special member benefits and AAA Travel Advisor resources offer the most complete travel services available anywhere.**

Collectively, AAA clubs represent the largest travel organization in the world, and you will find that our experience and relationship with all major travel suppliers will make your trip more enjoyable. One call to AAA and our experienced counselors will arrange everything for you from airline, cruise and tour packages to passport and visa assistance. Wherever and however you travel, we know your way around to get the most for your travel dollars!

## Group Cruises & Tours

Our Group Travel Department offers group cruises and tours within the United States and throughout the world. These programs represent special discounted group rates.

## Customized Tours

We can also customize group travel arrangements for your school or church group, club or civic organization, or any group or individuals interested in traveling together. We can arrange group travel by plane, motor coach, or cruise ship to virtually anywhere in the world.

## Disney Vacation Packages

AAA Members receive exclusive AAA vacation benefits when booking an AAA Disney Vacation Package. Call your local AAA North Penn office for details.

## Hertz Rental Car

AAA members are entitled to special discounts on rental cars from Hertz—the world's largest car rental company. All you need is your current membership card and a special Hertz discount card, which is available from the AAA North Penn offices. To take advantage of these discounts, call your local AAA North Penn office. Our travel advisors will make your car rental reservations for you along with your other travel plans.

# TRAVEL ADVISORS

## Hotel Reservations/Park n' Fly

Wherever in the country you travel, let AAA assist you in making hotel reservations. Don't forget, [www.AAA.com](http://www.AAA.com) is open 24/7 to assist you when we're not here in person. You can book hotels, air reservations and car rental by simply clicking. Take the stress out of traveling- let our trained counselors book your pre-night stay when flying to your destination. Park your car for free with your overnight stay at an airport area hotel and let the hotel shuttle you to the airport.

## Travel Insurance

Whether you are traveling across the country or around the world, AAA North Penn offers optional trip cancellation, travel accident, and hospitalization coverages. Before leaving on your next trip, whether it is by auto, plane, train, bus or ship, check with your local AAA North Penn office for the low rates which are available to protect you and your loved ones while traveling.

## Passport Photo Service

Instant passport photo service is available at AAA offices during normal business hours. No appointments are necessary and members will receive color photos, which are valid for both passports and international driving permits.

## International Driving Permits

AAA has been appointed as the only official outlet for both International and InterAmerican Driving Permits. In order to secure an IDP, any operator over the age of eighteen may fill out an application available at your local AAA North Penn office, show evidence of a valid driver's license from any state in the United States and provide two recent passport size photos.

# IDENTITY THEFT PROTECTION, FINANCIAL

## ProtectMyID®

Don't wait for thieves to steal your personal information. Take control with ProtectMyID from AAA. Fueled by Experian®, a global leader in identity security. Thieves can wait years to use your stolen information. Your data is at risk every day. When you enroll in ProtectMyID, you'll get the peace of mind you deserve as a valued AAA member.

### Take Control

Three options let you choose how much coverage you want.

Essential ..... Free for AAA members

Deluxe ..... \$10.95/month

Complete ..... \$17.95/month

Special AAA member offer: Save over 16% if you choose to pay annually. Annual pricing is reflected at checkout.

### Detect

Spot early signs of fraud with Dark Web Surveillance and Real-Time Identity Alerts.

### Resolve

Fraud Resolutions Agents assist you day or night if you experience identity theft.

For more information or to enroll, visit [www.AAA.com/IDTheft](http://www.AAA.com/IDTheft) or call 1-877-440-6943.

## Foreign Currency

Travel like a pro with currency in hand. Exchanging currency with AAA is fast, easy, and convenient. Currency exchange services are provided by Currency Exchange International, Corp. Note: Information on this page is subject to change without notice.

- Order currency with a AAA associate
- Pay with cash, credit card or debit card
- Pick up at a local AAA North Penn office

## AAA Visa Signature® Credit Cards

Maximize cash back and accelerate earnings with a AAA Visa Signature credit card. For more information, visit [www.AAA.com/financial](http://www.AAA.com/financial).

# MEMBERSHIP LEVELS

## AAA Basic Membership

AAA's Basic Membership offers roadside assistance for a set number of service calls, plus discounts at various locations, including restaurants and hotels. Additional benefits include assistance with travel planning, financial and insurance products, and identity theft protection.

## AAA Plus Membership

If you make frequent trips more than 100 miles from home, you can extend benefits by adding AAA Plus for more protection and savings. Contact your local AAA North Penn office for pricing.

## AAA Plus RV Membership

Get full Basic and Plus extended benefits for motor homes, pickup trucks with campers, travel trailers, 5th-wheeled travel trailers and motorcycles, including the use of special equipment. For one low annual fee, AAA Plus RV can be added to cover all members on your AAA Plus membership. AAA Plus coverage is required before adding AAA Plus RV.

## AAA Premier Membership

With AAA Premier, you upgrade to the highest level of coverage for Emergency Roadside Service, in addition to enhanced benefits like personal concierge services, 50% discount on service fees for airline reservations, a dedicated toll-free number for services, and much more. To qualify for Premier Membership, you must be a AAA Plus member in good standing. Contact your local AAA North Penn office for pricing.

## Associate Membership

Protect every driver in your family with an associate membership at reduced dues. Associates receive full AAA service and protection. An associate member must reside at the primary member's address. Contact your local AAA North Penn office for pricing.

## Membership Upgrades

There is a 15-day waiting period after receipt of dues payment before upgrade to AAA Plus, Plus/RV or Premier services are activated. RV/Motorcycle towing services are subject to a \$500 cap per service call.

## Membership Renewal

Prior to the expiration of your membership, you will receive a renewal notice for dues and a new membership card for the subsequent twelve (12)-month period, with renewal payment due before the current expiration date; dues paid within ninety (90) days after expiration will renew membership for twelve months from the original expiration date. During the first month of an initial or renewal annual membership, eligible households that choose to cancel may receive a prorated refund of membership dues paid for that year, excluding the new member admission fee and any discounts; however, households that use Emergency Roadside Assistance benefits during the first month are not eligible for a prorated refund. Membership eligibility, dues, fees, services, and benefits are subject to change without notice.

# MEMBERSHIP LEVELS

## AAA BASIC MEMBERSHIP

### VEHICLE COVERAGE

Covers four-wheeled legally-approved vehicles, passenger vehicles and unloaded pickup trucks.

### FREE TOWING

#### Up to 3 Miles

Up to three miles of free towing to destination of your choice, four service calls per membership year.

### TRIP INTERRUPTION

#### Reimbursement of up to \$100

Reimbursement for expenses incurred within 72 hours of a collision/accident for a family vehicle with another vehicle more than 100 miles from home but not yet at your destination. Coverage includes meals, lodging, alternative transportation.

### EMERGENCY FUEL

#### Member Pays Prevailing Price

Sufficient supply of fuel delivered to enable member to get to service facility.

### EMERGENCY EXTRICATION

#### One Service Vehicle/One Operator

One service vehicle and one operator up to 30 minutes.

### THEFT REWARD

#### Up to \$500 Reward

A monetary reward for information leading to the arrest and conviction for auto theft.

### LOCK & KEY SERVICE

#### Up to \$50

Includes parts and labor to make vehicle operable.

### LEGAL FEE REIMBURSEMENT

#### Free Legal Advice

Member pays prevailing fees.

# MEMBERSHIP LEVELS

## AAA PLUS MEMBERSHIP

### VEHICLE COVERAGE

Covers four-wheeled legally-approved vehicles, passenger vehicles and unloaded pickup trucks.

### FREE TOWING

#### **Up to 100 Miles**

Up to 100 miles of free towing to destination of your choice, four service calls per membership year.

### TRIP INTERRUPTION

#### **Reimbursement of up to \$700**

Reimbursement for expenses incurred within 72 hours of a collision/accident for a family vehicle with another vehicle more than 100 miles from home but not yet at your destination. Coverage includes meals, lodging, alternative transportation.

### EMERGENCY FUEL

#### **Free Emergency Fuel**

No additional cost to member.

### EMERGENCY EXTRICATION

#### **Two Service Vehicles/Two Operators**

A second service vehicle and a second operator for up to one hour, if necessary will be provided at no extra cost.

### THEFT REWARD

#### **Up to \$2,000 Reward**

A monetary reward for information leading to the arrest and conviction for auto theft.

### LOCK & KEY SERVICE

#### **Up to \$100**

Includes parts and labor to make vehicle operable.

### LEGAL FEE REIMBURSEMENT

#### **Up to \$1,500 for Specified Legal Fees**

# MEMBERSHIP LEVELS

## AAA PLUS RV MEMBERSHIP

### VEHICLE COVERAGE

Extends coverage to motorcycles, motor homes, fifth wheel campers, pickups with campers (includes dual-wheel) and travel trailers.

### FREE TOWING

#### Up to 100 Miles

Up to 100 miles of free towing to destination of your choice, four service calls per membership year. RV/motorcycle towing services are subject to a \$500 cap per service call.

### TRIP INTERRUPTION

#### Reimbursement of up to \$700

Reimbursement for expenses incurred within 72 hours of a collision/accident for a family vehicle with another vehicle more than 100 miles from home but not yet at your destination. Coverage includes meals, lodging, alternative transportation.

### EMERGENCY FUEL

#### Free Emergency Fuel

No additional cost to member.

### EMERGENCY EXTRICATION

#### Two Service Vehicles/Two Operators

A second service vehicle and a second operator for up to one hour, if necessary will be provided at no extra cost.

### THEFT REWARD

#### Up to \$2,000 Reward

A monetary reward for information leading to the arrest and conviction for auto theft.

### LOCK & KEY SERVICE

#### Up to \$100

Includes parts and labor to make vehicle operable.

### LEGAL FEE REIMBURSEMENT

#### Up to \$1,500 for Specified Legal Fees

# MEMBERSHIP LEVELS

## AAA PREMIER MEMBERSHIP

### VEHICLE COVERAGE

Covers four-wheeled legally-approved vehicles, passenger vehicles and unloaded pickup trucks.

### FREE TOWING

#### Up to 200 Miles

Up to 200 miles of free towing to destination of your choice, four service calls per membership year.

### TRIP INTERRUPTION

#### Reimbursement of up to \$1,500

Reimbursement for expenses incurred within 72 hours of a collision/accident for a family vehicle with another vehicle more than 100 miles from home but not yet at your destination. Coverage includes meals, lodging, alternative transportation, mechanical breakdown and unexpected illness.

### EMERGENCY FUEL

#### Free Emergency Fuel

No additional cost to member.

### EMERGENCY EXTRICATION

#### Two Service Vehicles/Two Operators

A second service vehicle and a second operator for up to one hour, if necessary will be provided at no extra cost.

### THEFT REWARD

#### Up to \$2,000 Reward

A monetary reward for information leading to the arrest and conviction for auto theft.

### LOCK & KEY SERVICE

#### Up to \$100

Includes parts and labor to make vehicle operable.

### LEGAL FEE REIMBURSEMENT

#### Up to \$1,500 for Specified Legal Fees

### VEHICLE RETURN REIMBURSEMENT

#### Transporting Motor Vehicle to Member's Primary Residence

Reimbursement for payment for the cost of transporting the motor vehicle to the member's primary residence, up to the limit specified in the Schedule of Benefits.

# INSURANCE

## Auto Insurance

Now, more than ever before, you can enjoy unprecedented Member savings on the cost of your car insurance when you are insured with AAA. With our exciting, new Members Loyalty Discount Program, AAA Members can save up to 5% and as much as 20%, depending on how many years you've been a member of AAA. You can obtain a quote by visiting any of our offices or by requesting a quote online at [www.AAA.com](http://www.AAA.com).

## Home Insurance

Contact us for all your Home Insurance needs & protect your largest investment. Home/Renter/Condo coverages include: Personal property, contents & loss of use. Claims for injuries or damage that take place on the premises. Off premises injuries to others, that may be the fault of a resident or pet. Attorney fees & medical expenses for covered losses. Umbrella coverages are also available. By combining your Auto and Home Insurance policies you may qualify for additional discounts.

*Insurance products sold by AAA Mid-Atlantic Insurance Agency. Insurance provided by CSAA Insurance Group, a AAA insurer and by other insurance providers. All policies are subject to policy terms, underwriting guidelines and applicable laws. Applicants may not qualify for all coverages, benefits, or discounts.*

## Life Insurance

AAA has been providing peace of mind on the road for its members since 1900. Now, with term life insurance from AAA Life Insurance Company, we can offer you that same peace of mind wherever life takes you. Get a free, no-obligation quote on [www.AAALife.com](http://www.AAALife.com) for our low-cost term life insurance.

*AAA Life Insurance Company is licensed in all states except NY. Life insurance underwritten by AAA Life Insurance Company, Livonia, MI. Products and features may vary by state. ALAN- 28080-222-XX.*

## Travel Medical Insurance

AAA offers a full range of travel insurance products. Visit our website to determine which plan is right for you.

# PUBLIC & GOVERNMENT AFFAIRS

## Government Affairs

Since 1902, AAA has supported motorists' interests. AAA monitors local, state and federal legislative activity and lobbies for motorists' rights at all levels.

## Traffic Safety

AAA clubs support the AAA Traffic Safety Foundation safety research and education programs. School Safety Patrol; DIP, the mature driver improvement education program; and pedestrian safety are on-going programs clubs conduct to enhance safety in the communities we serve.

## Public Affairs

AAA North Penn works with other AAA clubs in Pennsylvania and with National AAA in Florida to insure that the best interests of the motoring public are represented before the state and national legislative bodies.

## Highways

The building and improvement of the nation's highways has been one of AAA's primary goals since it began in 1902. AAA is dedicated to the principle that highway user taxes should be used only for the acquisition of rights-of-way and the construction of highways, and that these taxes should not be diverted to other purposes. AAA North Penn works with state and local officials in an effort to put user tax dollars to work wisely and efficiently.

## Legislation

In our modern society, only organized groups seem to get full recognition of their problems and points of view, and the voice of the motorists is AAA. Since its beginning in 1902, AAA has protected the rights of motorists from unfair and discriminatory legislation and has worked to assure appropriate use of motorists tax dollars and to support all legislation benefiting travelers.

# DISCOUNTS & REWARDS

Show your AAA membership card for discounts and savings on many regular purchases. Look for the sign at many participating businesses near home or away while traveling.

## Local Partners

Many local businesses in Northeast and North Central PA offer discounts to AAA North Penn members who show their card upon making a purchase. From auto parts stores to golf courses, from cleaners to jewelers, from garden centers to fitness centers, there are all types of businesses that are willing to give you a discount because you are a AAA member. To find out which businesses are participating get an up to date list at any of our seven offices, check the latest issue of AAA North Penn News or log on to [www.AAA.com](http://www.AAA.com).

## Save on Hotels

Get guaranteed lowest rates and satisfaction at hotels across the country. Once again, for a more complete and up to date list of hotels log on to [www.AAA.com/Discounts](http://www.AAA.com/Discounts).

## Save on Rentals

Get exclusive AAA savings with Atlas Van Lines, Penske Truck Rentals, Hertz, Dollar and Thrifty.

## Save on Amusement Parks

Save on Walt Disney World and Universal packages, on admissions to Six Flags, Sea World Adventure Parks, Busch Gardens, Universal Studios Florida, Sesame Place, and other popular attractions.

## Save on Shopping

Save money by showing your AAA membership card at participating Discount & Rewards® vendors including 1-800-Flowers.com, LensCrafters, and NAPA AUTO PARTS.



# ROADSIDE ASSISTANCE

**Emergency road service (ERS) is available 24 hours a day, 7 days a week and is designed to assist you in an emergency when the vehicle you are either driving or riding in becomes disabled.**

## Eligible Vehicles

The following motor vehicles are eligible for service, provided the vehicle type is one that customarily qualifies for highway registration and is not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced. Automobiles, pickup trucks, sports utility vehicles, vans and minivans are eligible for those services which can be safely delivered with standard equipment. Only vehicles that are properly inspected and registered are eligible for Emergency Road Services.

Dual wheel campers/motor homes are eligible for all services except towing, extrication/winching and tire service. Dual wheel unloaded pickup trucks are eligible for all services except tire service. Rented passenger vehicles and commercial vehicles are eligible for service with the exception of taxis and limos. Your membership coverage applies to those emergency and towing services listed in this brochure. AAA membership is only valid for the member's name that appear on the card.

## Emergency Services

The following emergency services will be provided to place your vehicle in a driveable condition. If these attempts are unsuccessful after a reasonable effort by the service provider, the towing service provision will apply.

- **MECHANICAL ADJUSTMENTS**

Minor/temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power.

- **LOCKOUT/LOCKSMITH SERVICE**

If your keys are locked inside the vehicle, service will be sent to gain entrance. If your keys are lost, broken or the service provider cannot gain entrance to your vehicle, locksmith service up to \$50 will be provided. AAA Plus and Premier locksmith service extends up to \$100.

- **FLAT TIRE**

If your vehicle's spare is serviceable, it will be installed to replace a flat tire.

# ROADSIDE ASSISTANCE

## Emergency Services (continued)

- **MOBILE BATTERY SERVICE**

A battery boost will be provided in an attempt to start your vehicle.

- **MOBILE BATTERY REPLACEMENT SERVICE**

In selected areas, when a AAA member calls for assistance or submits a request online and the problem is believed to be battery-related, a mobile battery replacement vehicle may be dispatched. A trained specialist will test the battery and the vehicle charging system at no cost to the member. If the battery needs to be replaced, the member can request to purchase one, and the specialist will install one on the spot. Battery Replacement Service vehicles carry batteries that will properly fit a majority of cars, SUVs and light trucks on the road.

- **FUEL DELIVERY**

A limited supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station. Specific brands or octane ratings cannot be promised. AAA Basic members will be charged the current pump price for the fuel. AAA Plus and Premier covers the cost of a limited supply of fuel.

- **EXTRICATING/WINCHING**

Your vehicle will be extricated/winched when it can be safely reached from a normally traveled or established thoroughfare. AAA Plus and Premier provides coverage to include delivery of services by a second truck and operator for one (1) hour at the scene. If special equipment, additional manpower or vehicles are required, the associated costs may be at your expense.

- **TOWING SERVICES**

When your vehicle cannot be safely driven after attempting any of the listed emergency services, your vehicle will be towed to the ERS facility rendering the service, or up to three miles in any direction from the point of disablement at no charge. If your vehicle becomes disabled while towing a light duty trailer, service will be provided for the trailer (excludes fifth wheel trailers). You may be required to pay for trailer towing. AAA Plus provides up to 100 miles of towing. In situations when a member needs a repair facility, AAA Approved Auto Repair facilities are available that meet and maintain AAA's high professional standards.

# ROADSIDE ASSISTANCE

## Scope of Service

Under your membership, emergency road service will be provided without charge from the nearest available AAA contract facility. AAA covers YOU, not the vehicle. You're protected in any car you happen to be traveling in, whether it's yours, your spouse's, a friend's or even a rental car.

Your service call will include a trip to the disabled vehicle and a reasonable amount of time at the scene to make your vehicle operable. We select ERS facilities for their ability to handle service calls, but we cannot guarantee that these facilities will always have the parts and equipment to make repairs.

When your vehicle cannot be operable upon providing the services listed in this brochure, AAA North Penn will assist you in finding the nearest open place for repair. If a repair facility cannot be located, AAA North Penn will assist you in obtaining lodging or alternative transportation. Charges for service that exceed the benefits listed will be at the prevailing hourly or mileage rate of the region where service is provided.

## What's NOT Covered

- Service on a vehicle that's in a safe condition to be driven.
- A second tow for the same disablement.
- Tire or mechanical repairs.
- Service when vehicle has been driven into an area not regularly traveled or hazardous for a service vehicle to reach.
- Service when the vehicle is snowbound. We do not hoist, winch, or shovel out of snow. Service is rendered only after the way is cleared.

# ROADSIDE ASSISTANCE

## Weather Emergencies

During severe and extended storm periods AAA North Penn reserves the right to suspend or defer service to members whose cars are in a place of safety, such as storage, parking lots, or in a member's own driveway or garage.

## How to Obtain Emergency Road Service

Please refer to the information printed on your membership card, Go to [www.AAA.com](http://www.AAA.com) and click on the Road Service Online link, or request from the AAA Mobile App. (When calling 800-AAA-HELP (800-222-4357), your location may be obtained to route your call to the nearest AAA Roadside Assistance Center). Wait with your vehicle, after placing the call, or at a place where you can see it. For your protection, AAA service is not provided unless you are with your vehicle. In extenuating circumstances, an exception may be made if prior arrangements have been made with AAA North Penn.

## When Traveling

If outside of our eleven county area of Lackawanna, Lycoming, Bradford, Monroe, Pike, Potter, Sullivan, Susquehanna, Tioga, Wayne, and Wyoming. Call 1-800-AAA-HELP (222-4357).

## Alternate Service

If you have followed the procedure outlined to obtain emergency road service, and AAA service is not available, you may obtain your own service, pay for it and submit the original receipt within 60 days. Reimbursement will be based on the prevailing commercial or AAA North Penn paid rate for the region where the vehicle was disabled.

In instances where the AAA contractor access is legally restricted (toll roads, limited access highway), reimbursement for covered services will be provided. If AAA service was available, but not requested, reimbursement may be limited to the amount AAA North Penn would normally have paid for the covered service.

# ROADSIDE ASSISTANCE

## Excessive Use

When individual members use Emergency Road Service (ERS) excessively it is costly to all members. The following restrictions apply:

- Each individual membership is generally permitted up to four calls in the membership year.
- AAA North Penn may still send service to a member who has exceeded the maximum number of calls. The member will be allowed to pay for the service at a discounted rate.
- AAA North Penn reserves the right to downgrade, suspend, or cancel any membership of a member who requests or uses services over a sustained period that are greater than the average member uses.
- AAA North Penn has the right to determine if the membership conduct or service demands are detrimental to the welfare, standing, or best interest of the club or to other members.
- Primary members are responsible for the conduct and service demands of the associate members.

## PLEASE ADDRESS ANY COMMENTS TO:

AAA North Penn  
Emergency Road Service Department  
1125 N Washington Ave.  
Scranton PA 18509

Contact us using our 24-hour toll-free number that provides access to emergency road services when you are traveling away from home. It is available throughout North America, around the clock. When you are traveling outside of the AAA North Penn area, simply call 1-800-AAA-HELP (222-4357).

**In most areas, Emergency Road Service (ERS) facilities are independent businesses and are not employees or agents of AAA or its affiliates. Responsibility for loss, damage, or unsatisfactory workmanship remains with the ERS facility providing the service. AAA North Penn will assist by mediating unresolved issues.**

# NEWSLETTER, EMAILS, WEBSITE

## AAA North Penn News

AAA members receive six issues a year. This colorful, informative magazine covers automotive and travel-related subjects, member benefits, and issues that could affect you as a motorist and traveler.

## Renewal Emails

Before your membership expires, AAA members receive a renewal email for dues for the subsequent 12-month membership period. Renewal membership payment is due before your current membership expiration date. Membership dues paid during the 90-day period after the expiration date renews your membership for twelve months from the original membership expiration date.

## Informational Emails

Stay up-to-date with everything AAA members can take advantage of—exclusive AAA Discounts & Rewards®, travel inspiration and vacation opportunities, valuable member perks, and updates on upcoming events and experiences. It's an easy way to discover new savings, plan your next getaway, and make the most of your AAA membership, all delivered straight to your inbox.

## Website

Contact us at [www.AAA.com](http://www.AAA.com) for information on member benefits and travel specials. You can create and print your own TripTik®, order TripTik routings, browse online TourBook guides, check member prices on attraction tickets and make airline, hotel, and car rental reservations.

## Privacy Policy

We respect your privacy. AAA's policy is not to rent or sell our member's/customer's information to anyone outside the AAA family of businesses and partners. We work toward making every experience with AAA valuable for you. We provide you with offers we believe you would appreciate receiving. These offers might include travel programs, special promotions of valuable products, or special member only savings.

However, we understand that you may prefer not to receive these savings opportunities or offers. If you prefer not to receive these types of communications, simply write to us with your membership number, full name, address to:

AAA North Penn  
Attn: Membership Records  
1125 N. Washington Ave.  
Scranton, PA 18509

Please allow six weeks for the suppression to become effective. Note, you will continue to receive our monthly publication, *AAA North Penn News*.

# MOBILE APP, SOCIAL MEDIA

## Mobile App & CarPlay

From your membership card to personalized savings, enjoy quick access to your most important info, must-have items, exclusive deals, and more—anytime, anywhere. The app is available for both Android and iPhone.

- Manage your membership
- See vacation recommendations
- Get a map of AAA discounts
- Quickly request help from our trusted roadside assistance—one tap is all it takes.
- Track your technician, so you know when help will arrive.
- Cancel the request if you don't need help anymore.
- Request battery service
- Access AAA Discounts & Rewards
- Find the nearest gas station and pricing
- Locate EV charging stations

### THE AAA APP IS NOW AVAILABLE ON APPLE CARPLAY

Apple CarPlay makes it easier—and safer—to access your iPhone through your vehicle's built-in display. Just follow the instructions on the Home tab of the AAA app and connect to your vehicle. Once you're set up, use the AAA app to request roadside assistance, locate nearby gas stations, find EV charging stations with ease, plus much more!

## Social Media

Following AAA North Penn on social media isn't just about staying in the loop—it's your key to unlocking exclusive benefits.

- **REAL-TIME UPDATES:** Be the first to know about travel advisories, local events, and road safety tips.
- **SPECIAL OFFERS & DISCOUNTS:** Get access to limited-time deals on travel packages and exclusive partner discounts available only to our members.
- **LOCAL EXPERTISE:** Discover hidden gems in the North Penn region with our insider tips on places to visit, dine, and explore.
- **HELPFUL TIPS:** From vehicle maintenance reminders to travel planning hacks, we share advice to keep your life moving smoothly.

Don't miss out—follow AAA North Penn on Facebook and Instagram and turn your feed into a gateway to smarter travel, safer driving, and bigger savings.

# OUR LOCATIONS

AAA North Penn serves 11 counties: Bradford, Lackawanna, Lycoming, Monroe, Pike, Potter, Sullivan, Susquehanna, Tioga, Wayne, and Wyoming.

## **SCRANTON**

941 Viewmont Drive  
Scranton, PA 18519  
570-348-2511  
Mon-Fri 10-6 • Sat 10-2

## **SOUTH WILLIAMSPORT**

1 East 6th Avenue  
South Williamsport, PA 17701  
570-323-8431  
Mon 8:30-6 • Tue-Fri 8:30-5 • Sat 9-12

## **STROUDSBURG**

1527 North 9th Street  
Stroudsburg, PA 18360  
570-421-2500  
Mon-Fri 9-5 • Sat 9-12

## **HONESDALE**

1126 Main Street  
Honesdale, PA 18431  
570-253-0160  
Mon-Fri 9-5 • Sat 9-12\*

## **WELLSBORO**

9 Charleston Street  
Wellsboro, PA 16901  
570-724-4134  
Mon-Fri 8:30-5 • Sat 9-12\*

## **TOWANDA**

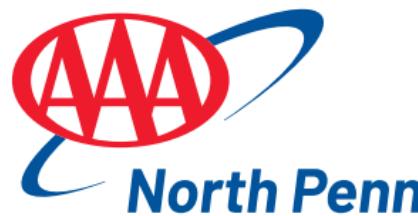
306 Ennis Lane  
Towanda, PA 18848  
570-265-6122  
Mon-Fri 9-5 • Sat 9-12

## **TUNKHANNOCK**

208 W Tioga Street  
Tunkhannock, PA 18657  
570-836-5104  
Mon-Fri 9-5 • Sat 9-12\*

*\*Temporarily closed Saturdays*

## QUICK CONNECT



### Emergency Road Service

570-348-2515 or 570-323-8431

1-800-982-4306 rural in PA

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

[www.AAA.com](http://www.AAA.com)

\*Available 24 Hours

### AAA Member Services

1-800-982-4306

[www.AAA.com](http://www.AAA.com)\*

\*Available 24 Hours

### Administrative Offices

AAA North Penn

1125 North Washington Ave.

Scranton, PA 18509

570-348-2511

1-800-982-4306

# We're here.

And we're excited to have  
you along for the journey!



[www.AAA.com](http://www.AAA.com)