

**AARP**®

Roadside Assistance  
from  Allstate.



# Premier

## Membership Handbook



Drive with  
**confidence**  
Drive with AARP Roadside Assistance

# Welcome!

April, 2011

Membership ID#: 123456789

Dear Sample A Sample,

Thank you for choosing AARP Roadside Assistance from Allstate. We're delighted you've chosen us for your roadside assistance needs.

This Roadside Assistance Membership Services booklet is your guide to all of the services and benefits available to you as a member of AARP Roadside Assistance. Please take the time to read through it to fully understand the services. We suggest that you keep it readily available as you travel.

If you have questions after reading this booklet, please call 1-800-555-1121, Monday through Friday between 7:00 a.m. and 8:00 p.m. and Saturday between 8:00 a.m. and 4:30 p.m., Central Time..

Again, thank you for selecting AARP Roadside Assistance as your traveling companion.

Sincerely,

A handwritten signature in black ink that reads "Glenn M. Solfest". The signature is written in a cursive style with a large initial "G" and "S".

Glenn Solfest  
AARP Roadside Assistance from Allstate

**This is not an automobile liability insurance contract or physical damage insurance and does not comply with any financial responsibility law.**

Services are provided by Signature Motor Club, Inc. in all states except California. In California, services are provided by Signature Motor Club of California, Inc.

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## Important Telephone Numbers

Please read this handbook and then keep it in a convenient spot, such as your glove box or front console, for future reference.

- Your membership card is your ticket to accessing your benefits. This handbook is your guide to using the membership privileges.
- Please use the following toll-free telephone numbers to obtain service or for questions about your membership.

### **Roadside Assistance: 1-800-555-1121**

Road & towing services 24 hours a day, 7 days a week in the U. S., Canada, and Puerto Rico.

### **Customer Service: 1-800-555-1121**

Claim services and membership benefit assistance is available Monday through Friday from 7 a.m. to 8 p.m. and Saturday between 8 a.m. to 4:30 p.m., Central Time.

### **Hearing Impaired: 1-800-235-8737 (TTY/TDD).**

Hearing impaired members using teletype equipment.

### **Member Correspondence Address:**

AARP Roadside Assistance  
P. O. Box 4426  
Carol Stream, IL 60196-4426  
Email: [customercare@aarproadside.com](mailto:customercare@aarproadside.com)  
Website: [www.aarproadside.com](http://www.aarproadside.com)

# Eligibility for Membership

Eligibility for AARP Roadside Assistance from Allstate is limited to current members of AARP. Roadside Assistance coverage is not renewable if membership in AARP expires or is terminated.

## About Your Membership

As a member of AARP Roadside Assistance, you are entitled to all services and benefits described in this handbook immediately upon receipt of your membership card and/or membership materials.

- Benefits are available to you and a second household member (if applicable) living at the same address with a valid driver's license.
- Membership benefits and dues are subject to change, upon membership renewal.
- Future dues will be charged at the then applicable rate. Membership is continuous and will be automatically renewed annually with the membership fee being billed automatically on your credit card or invoiced to your address, depending upon the payment method selected.
- Services and benefits of Roadside Assistance are only available in the U. S., Canada, and Puerto Rico, and for incidents that occur while your membership is in force.
- Your membership begins on the day your membership kit is mailed by Roadside Assistance. All road and towing services are on a reimbursable basis until member dues have been paid.
- Remember, coverage is on the individual member - not the vehicle. You are covered in any car you drive or ride in as long as the type of vehicle is covered as explained within this handbook. Membership benefits do not cover non-members who drive your car.

## **Membership Cards**

Personalized membership ID card(s) for you and a secondary household member, if applicable, are included with your membership kit. You need your membership number to access roadside services and other benefits.

Another important feature of your membership card is the Arrest Bond certificate located on the back. Even law-abiding citizens sometimes need to post a bond in connection with traffic violations. Hospital Emergency Room Bond card(s) are also enclosed.

## **Claim Policy**

To maintain a high standard of service with fair and reasonable dues for all members, roadside assistance is limited to four (4) paid claims per membership year. Couple memberships are limited to five (5) paid service claims per membership year. Family memberships are limited to seven (7) paid service claims per membership year. These services include jump start, flat tire change, fuel delivery, winching (removing a stuck vehicle), towing, lockout, lost key service, and claim reimbursement. AARP Roadside Assistance will notify you if the limit is reached.

If you exceed the annual claims limit and additional roadside assistance is needed during a membership year, Roadside Assistance will continue to dispatch service on a “cash call” basis for your disabled vehicle. You must pay any resulting service charges at the time service is rendered, and these charges are not reimbursable. The number of service claims for your membership will be reset to zero upon each anniversary of your membership enrollment.

## **Cancellation of Membership**

AARP Roadside Assistance will not cancel your membership without giving you prior written notice. You may cancel at any time and receive a prorated refund of any unused membership dues calculated from the cancellation date. The cancellation of a membership automatically cancels the membership of all other household members.

Failure to repay Roadside Assistance for any money advanced on your behalf is cause for cancellation. Roadside Assistance reserves the right to deduct any amount owed to AARP Roadside Assistance from any refund due to you upon cancellation, where permitted by law.

Roadside Assistance may elect to not renew your membership for any reason by providing written notice 60 days prior to renewal date. Roadside Assistance may terminate your membership for fraudulent use of services with a minimum of 30 days written notice.

## **How the Plan Works**

### **Roadside Assistance**

AARP Roadside Assistance provides emergency roadside assistance through a network of independent service providers authorized by Roadside Assistance to perform road and towing service for Roadside Assistance members. They are located throughout the U.S., Canada, and Puerto Rico.

### **Non-authorized Service Providers**

Service providers that do not participate in the AARP Roadside Assistance program are usually more expensive. We recommend that you always call 1-800-555-1121 first. If an authorized service provider is not available, then use the closest available service provider and submit your receipt for reimbursement following the reimbursement procedures.

***Important:*** Since our authorized service providers are independent contractors and are not agents or employees of Roadside Assistance, we assume no liability for any damage to a member's vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for damage to the property or person of a member must be filed against the servicing facility. Roadside Assistance cannot guarantee repairs, the hours of operation of repair facilities, the promptness of repairs, or provide more than one service call per breakdown. It is the member's responsibility to arrange for repairs with the service facility.

## **Types of Vehicles Covered**

Roadside Assistance offers full road and towing services to vehicles designed, licensed, and used for private on-road transportation, including passenger vehicles, motorcycles, four-wheeled sport utility vehicles, light trucks, and RVs with a carrying capacity of up to 2,000 pounds. Only jump start and fuel delivery services can be provided for dual-wheeled vehicles and for recreational vehicles and pickup trucks with more than 2,000 pounds carrying capacity.

## **Special Equipment**

Roadside Assistance coverage includes one normally equipped service vehicle, one driver, and one service call per disablement, up to a maximum cost of \$130. Any costs for additional personnel or special equipment are not covered, are at the member's expense, and are not reimbursable.

## **Extreme Weather**

Roadside assistance is designed to render prompt and courteous service. Emergency situations where the motorist is stranded take priority over a disablement where the motorist is in the comfort of a home or office. We ask for your patience and understanding when weather or road conditions are extremely bad. If you are unable to obtain service calling 1-800-555-1121, then follow the procedures in the ***If We Cannot Provide Service*** section of **How to Obtain Service**.

## **Roadside Assistance Includes**

### **Towing**

The service provider will tow your car if it cannot be started or driven without causing damage. Towing will be limited to 100 miles from the point of disablement at no additional charge. Any expenses incurred beyond the 100 mile limit will be your responsibility, payable directly to the service provider at the time of service, and are not reimbursable. Service is limited to one tow or service call per disablement.

### **Winching**

If your vehicle is stuck in mud, sand, snow, or a ditch, and is accessible from a normally traveled roadway, it will be extricated or winched. Winching is limited to one operator/one truck for 30



minutes. Any additional expenses will be your responsibility, payable directly to the service provider at the time of service, and are not reimbursable.

### **Fuel Delivery**

If you run out of gas, the service provider will deliver an emergency supply of gasoline/diesel fuel of 2 gallons free of charge or tow your vehicle to the nearest gasoline outlet, subject to towing options.

### **Flat Tire Change**

The service provider will change a flat tire with your inflated spare tire. If, for any reason, your spare is not usable, the lug nuts cannot be removed, or your vehicle has multiple flat tires, towing will be provided in accordance with the towing provisions. Costs for tire repair, installing a new tire on the wheel, or a second service call to return a tire to the disabled vehicle are not covered.

### **Jump Start**

The service provider will provide a battery jump start or tow your vehicle if your vehicle won't start due to a dead or weak battery.

### **Roadside Assistance Does Not Include**

The purpose of roadside assistance is to provide service in common emergency situations. Coverage does not include:

- Service if member is not with the disabled vehicle. However, do not remain with the vehicle if it is unsafe to do so.
- Towing or service while at an auto repair shop or service station, to another location.
- Towing or service on roads not regularly maintained (including private property).
- Repeated service calls for a car in need of routine maintenance.
- More than one (1) tow per disablement.
- Service when a vehicle is snowbound. Service providers will not hoist, winch or shovel vehicles from unplowed areas, snow banks, snowbound driveways or curbside parking.
- Service will not be rendered in areas not regularly traveled, such as vacant lots, beaches, off-road recreation areas, open

fields or other places that would be hazardous for service vehicles to reach.

- Installation or removal of snow tires and chains; dismounting, repairing or rotating tires.
- Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing.
- Service for taxicabs, tractors, boats, trailers, recreational vehicles and trucks, dune buggies, vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked cars or impounded vehicles.
- Service to vehicles with expired safety inspection sticker, license plate sticker, and/or emission sticker, where required by law.
- Service to a vehicle that is not in a safe condition to be towed.
- Transportation for the member to the vehicle for service or from the vehicle to another destination after service has been rendered.
- Charging a weak or dead battery.
- Delivery or repair of tires.
- Towing of vehicle off a boat dock or marina.
- Service of any kind on vehicles used for commercial purposes or using dealer tags.
- Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law.
- Reimbursement for towing charges covered by automobile insurance.
- Towing of vehicles for disposal (i.e., to junkyard).

## **How to Obtain Service**

Call 1-800-555-1121 when you need emergency roadside assistance in the U.S., Canada, or Puerto Rico, 24 hours a day/7 days a week.

Provide the following information when you call:

- Membership number.
- Member verification (name and address).
- Location of disabled vehicle (town, state, street address, and/or closest intersection).
- Description of disabled vehicle (year, make, model, color).
- License plate number and state.
- Type of service needed (tow, flat tire, jump start, etc.).

We will contact our service provider and dispatch service to you while you are on the phone. We will also tell you who is coming and the estimated time of arrival.

### **When the Service Provider Arrives**

- Be with your vehicle. An unattended vehicle cannot be serviced. If you cannot remain with the vehicle for safety reasons, tell the dispatch operator, and an attempt to provide service will be made.
- Present your membership card and driver's license to the service provider.
- After service is complete, verify the information on the call slip provided by the service provider, and sign it (if applicable). Roadside Assistance will pay the service facility directly for any covered dispatch charges. You will be responsible for paying the service facility directly for any charges not covered.

**Please cancel your request for service immediately if it is no longer needed by calling us back at 1-800-555-1121.**

### **If We Cannot Provide Service**

- Call any service facility.
- After service is completed, pay for the service and obtain a receipt from the provider. The receipt should include the provider's name, address, telephone number, date and type of service rendered.
- Write your name, address, and Roadside Assistance membership number on the original receipt.

- Mail the original receipt, within 60 days\*, to:  
AARP Roadside Assistance  
Claims Department  
P. O. Box 4440  
Carol Stream, IL 60197-4440
- Keep a copy of the receipt for your records, as we cannot return original documents due to auditing requirements.

Claims submitted with incomplete information or without the original receipt will be returned for resubmission.

\* Claims postmarked more than 60 days after the date of the service will not be honored. No time restrictions apply for residents of UT and WI.

### **Dispatch Guarantee**

If we are unable to provide roadside assistance when you call, we will reimburse you up to \$260 for covered services you locate yourself. Reimbursement for Lost/Stolen Key Replacement is limited to \$130. Reimbursement for lockout service and accident towing is limited to \$130.

### **Reimbursement Policy**

AARP Roadside Assistance reserves the right to adjust or deny a claim when the:

- Amount paid has exceeded the maximum limit.
- Service rendered is not during the term of active membership.
- Amount paid contains either parkway or toll-way charges.
- Service rendered is not included under Roadside Assistance coverage.
- Number of claims has exceeded the annual limit.
- State and local taxes are not covered.

### **Accidents**

If roadside assistance or towing is required due to an accident, the local law enforcement official on the scene will usually arrange for service. If not, please call 1-800-555-1121 for dispatch of a service provider on a *cash basis*.

## **You pay the provider for the services, and then submit a claim directly to your auto insurance company.**

Roadside assistance and/or towing costs resulting from an accident are normally recovered through your insurance company as part of your damage claim. If the insurance company refuses to pay the claim, submit the bill for reimbursement, including the refusal from the insurance company.

Mail the refusal notice and the original paid receipt (not photocopies) with your name, address, phone number and Roadside Assistance membership number written on the receipt, within 60 days\*, to:

AARP Roadside Assistance  
Claims Department  
P. O. Box 4440  
Carol Stream, IL 60197-4440

Claims submitted with incomplete information or without the original receipt will be returned for resubmission.

\* Claims postmarked more than 60 days after the service date will not be honored.  
No time restriction applies to UT and WI residents.

## **Lockout Service**

If your ignition key is accidentally locked inside the vehicle, you will be reimbursed up to \$130 for the services of a locksmith. In case of lost, stolen, or broken keys, you will be reimbursed up to \$25 for key replacement and/or \$130 for vehicle lock replacement. You must pay for the service, and then submit the bill for reimbursement.

## **Recreational Vehicle Assistance**

By adding Recreational Vehicle coverage, you and everyone enrolled in your Roadside Assistance Premier membership are entitled to two (2) additional service calls per membership year specifically for your recreational vehicles.

RV Roadside Assistance is available throughout the U.S. and Canada by calling 1-800-555-1121. Outside of the U.S. and Canada, you may use any convenient service facility and submit the receipt for reimbursement.

## **Roadside Repair Service**

We will dispatch a service provider to make minor roadside repairs to your RV, such as fixing loose wiring, and other services deemed practical and permissible, up to \$75 per dispatch. Any additional costs are the member's responsibility, must be paid at the time of service and are not reimbursable.

## **Towing Service**

If necessary, the service provider will tow your RV to the nearest qualified repair facility or a site of your choice, up to a maximum of 100 miles from the disablement. Additional mileage costs are the responsibility of the member.

## **Flat Tire Change**

The service provider can change a flat tire on your RV with your inflated spare or a replacement tire. The cost of new tire(s) and labor for mounting, balancing or fixing disabled tires are the member's responsibility.

## **Jump Start**

The service provider can recharge or replace your RV's drained battery. The cost of a new battery is the member's responsibility.

## **Fuel Delivery**

The service provider will deliver an emergency supply of five (5) gallons of fuel free of charge.

## **Fluid Delivery**

The service provider can deliver fluids, such as oil, water, transmission fluid, brake fluid, and power steering fluid to repair your RV at no extra charge.

## **Dispatch Guarantee**

If we are unable to provide Roadside Assistance for your RV when you call, we will provide an authorization number, and reimburse you up to \$260 for covered services you locate on your own. Reimbursement is limited to \$130 if you do not call and receive prior authorization. (Reimbursement for Lost/Stolen Key Replacement is limited to \$25, and Lockout Service is limited to \$130.)



Roadside Assistance  
from  Allstate.

As a member of AARP  
Roadside Assistance from  
Allstate, you can manage  
your account on-line.

**Follow these simple steps to set-up your account:**

1. Log onto: [www.aarproadside.com](http://www.aarproadside.com)
2. Click on the tab "Manage My Account"
3. First Time User:
  - a. Register by entering your AARP Roadside Assistance Membership Number
  - b. Create a password

**As an AARP Roadside Assistance member, the following services are available online at [www.aarproadside.com](http://www.aarproadside.com)**

**Click on: “Manage My Account”**

- **Request Online Trip Routing**
- **Save time and pay your AARP Roadside Assistance bill online\***
- **Update your member information**
  - name
  - address
  - phone number
  - email address
- **Request membership kits**
- **View new content**
- **View your plan information**

\* You must have an email account in order to utilize the online payment option.

AARP member benefits are provided by third parties, not by AARP or its affiliates. Providers pay a royalty fee to AARP for the use of AARP’s intellectual property. These fees are used for the general purposes of AARP. Provider offers are subject to change and may have restrictions. Please contact the provider directly for details.



Another way to drive with...

# Confidence.

If you or your immediate family members are injured over 100 miles from home, and are required to provide evidence of financial security for admittance to a lawfully operated hospital emergency room, the Hospital Emergency Room Bond card included with your membership materials is a guarantee of your payment up to \$1,000.\*\*

When the hospital accepts your Hospital Emergency Room Bond card, you will be billed by the hospital. If you fail to pay within 60 days, the hospital will submit your card and a copy of the bill for payment to AARP Roadside Assistance. Your bond card will be returned after you repay us.

**Hospital  
Emergency  
Room Bond  
Cards.\***


**Please cut  
along dotted  
line and keep  
with you at  
all times.**

\* Not accepted in KS, LA, TX or WA, but may be used when traveling in other states. Limited to auto-related accidents in FL.

\*\* Benefit reimbursements are covered by contractual liability policies issued to Roadside Assistance.


**Hospital Emergency Room Bond Card**

**Sample A Sample  
1234 Any Street  
Any Town, IL 12345**

**AARP**<sup>®</sup> | Roadside Assistance  
from  **Allstate.**

**Hospital Emergency Room Bond Card**

**Sample A Sample  
1234 Any Street  
Any Town, IL 12345**

**AARP**<sup>®</sup> | Roadside Assistance  
from  **Allstate.**

**For more information regarding  
your membership benefits,  
you can always visit us online**

***www.aarp roadside.com***

**Or call us toll-free at**

**1-800-555-1121**

**HOSPITAL EMERGENCY ROOM BOND CARD\***

The Signature Motor Club hereby guarantees payment of medical service on an outpatient basis not to exceed ONE THOUSAND DOLLARS (\$1,000) if the club member in good standing whose name and signature appear on an authorized card, or a member of his or her immediate family shall be treated in the emergency room in a lawfully operated hospital as the result of an injury sustained at least 100 miles from the member's permanent legal residence. In the event said member fails to pay the outpatient expenses actually incurred for such medical service within 60 days, payment not to exceed One Thousand Dollars (\$1,000) is hereby guaranteed. All lawfully operated hospitals are hereby authorized and requested to accept a certificate in lieu of a deposit not in excess of \$1,000. The member who uses a certificate as a security for medical services rendered on an outpatient basis agrees to notify the club at once and to promptly make reimbursement for all payments and expenditures made by the Signature Motor Club on account of the Hospital Emergency Room Bond Certificate.

**X**

\_\_\_\_\_  
Signature of Member as Shown on Driver's License

\*In Washington, Louisiana, Texas and Kansas, not allowed under statute. In Florida limited to auto-related injuries.

**HOSPITAL EMERGENCY ROOM BOND CARD\***

The Signature Motor Club hereby guarantees payment of medical service on an outpatient basis not to exceed ONE THOUSAND DOLLARS (\$1,000) if the club member in good standing whose name and signature appear on an authorized card, or a member of his or her immediate family shall be treated in the emergency room in a lawfully operated hospital as the result of an injury sustained at least 100 miles from the member's permanent legal residence. In the event said member fails to pay the outpatient expenses actually incurred for such medical service within 60 days, payment not to exceed One Thousand Dollars (\$1,000) is hereby guaranteed. All lawfully operated hospitals are hereby authorized and requested to accept a certificate in lieu of a deposit not in excess of \$1,000. The member who uses a certificate as a security for medical services rendered on an outpatient basis agrees to notify the club at once and to promptly make reimbursement for all payments and expenditures made by the Signature Motor Club on account of the Hospital Emergency Room Bond Certificate.

**X**

\_\_\_\_\_  
Signature of Member as Shown on Driver's License

\*In Washington, Louisiana, Texas and Kansas, not allowed under statute. In Florida limited to auto-related injuries.

## Covered Classes of RVs

Both towable and motorized classes of RVs are covered:

### Towable

Fifth Wheel Trailer  
Travel Trailer  
Truck Camper  
Folding Camping Trailer

### Motorized

Class A Motorhome  
Class B Van Motorhome  
Class C Mini Motorhome

## Arrest Bond

An Arrest Bond Certificate up to \$1,000\* is on the reverse side of your membership card, which, in most cases, can be used instead of your driver's license or posting a cash bond if you commit an ordinary moving traffic violation.

You are liable for any loss due to bond forfeiture and you must immediately reimburse Roadside Assistance for the full amount. Failure to repay Roadside Assistance any bond amount forfeited is cause for cancellation. Roadside Assistance reserves the right to deduct any amount owed to Roadside Assistance from any refund due to you as a result of cancellation of your membership. Legal action will be pursued where permitted by law to recover any money advanced and not promptly repaid. State restrictions may apply.\*\*

The Arrest Bond Certificate does not cover arrest for driving under the influence of alcohol or narcotics, driving without a valid driver's license, felony violations, appeal bonds, appearance bonds, or arrests made pursuant to any warrant.

\* Benefit reimbursements are covered by contractual liability policies issued to Roadside Assistance.

\*\* Not Accepted in CA, CO, KS, LA, NJ, TX, and WA. Limited to \$160 single and \$500 multiple in IL; \$200 in AR, IA, ID, KY, MI, MS, NE, NM, OH, PA, WI; \$300 in AL, AZ; and \$500 in CT, MA, OK, WV.

## Legal Defense Reimbursement

If you are charged with a traffic offense while you are a member and wish to defend the charge in court, you will be reimbursed for legal fees up to a maximum of \$1,000\* based on the schedule below. \*\* This applies even if the auto involved isn't your own, provided you

had permission to drive it at the time of the violation. You will receive one reimbursement payment for all charges arising out of the same occurrence, based on the following schedule. In the case of an occurrence with multiple violations, you will receive one payment based on the violation paying the highest amount.

<b><u>Violation</u></b>	<b><u>Defense</u></b>	<b><u>Appeal</u></b>	<b><u>Total</u></b>
Reckless Driving (including similar offenses, such as negligent collision, speeding or driving under the influence of alcohol, drugs or other controlled substances).	\$170	\$150	\$320
Manslaughter	\$600	\$400	\$1,000
Other Motor Vehicle Law Violations (including all other moving violations).	\$75	\$75	\$150

**How to Obtain Reimbursement**

Please file your claim within 60 days\*\*\* after your trial. If you appeal the decision, please submit the claim within 60 days\*\*\* after your appeal. Send a copy of the arrest citation, your trial docket number, and a paid receipt for the attorney's fee on the attorney letterhead.

No benefits are payable until after you have first paid the legal defense expenses incurred and unless you have furnished Roadside Assistance with the paid receipt. The receipt must contain the following information:

- Date and location of commission of alleged violation.
- Date and location of the court action.
- Description of the charges.

Mail the documents to:

AARP Roadside Assistance  
 Claims Department  
 P. O. Box 4440  
 Carol Stream, IL 60197-4440

Roadside Assistance will prepare and forward all documents to the insurer after certifying that the person making the claim is qualified

to receive this benefit. Roadside Assistance has the option to advance claim payment on behalf of the insurer and seek reimbursement.

### **No Reimbursement Will Be Made For**

- Legal defense for parking tickets.
- Legal defense expenses incurred by a qualified member prior to the effective date of membership in Roadside Assistance. You must be a member at the time of violation.
- Legal defense expenses of other persons that were assumed by the qualified member.
- Legal defense expenses arising out of a type of legal defense other than those listed in the schedule of fees.
- Legal defense expenses incurred as a result of any violation while the automobile is being used in the commission of a crime other than those crimes specified in your state's Vehicle Code in connection with the use or ownership of automobiles.
- Legal defense covers only violations related to your legal privileges to operate or own your vehicle.

\* Benefit reimbursements are covered by contractual liability policies issued to Roadside Assistance.

\*\* Benefit not available to residents of NY by law.

\*\*\* No time restrictions apply for residents of UT and WI.

### **Auto Theft Reward**

A reward will be paid totaling \$10,000 to a private citizen for providing information to the police that leads to the arrest and conviction of anyone stealing your car. If more than one person qualifies to receive the reward, it will be divided and apportioned equally. The total reward will not exceed \$10,000.

### **How to Obtain Reward**

Submit copies of the following items:

- Police report stating that a car owned by a member was stolen. The report must include the name of the person who provided the information that led to the arrest, and it must describe the nature of the theft.

- Final court transcript showing that the thief was convicted and the person claiming the reward provided the information leading to the conviction.

Send the copies with a letter requesting payment of the reward to:

AARP Roadside Assistance  
Claims Department  
P. O. Box 4440  
Carol Stream, IL 60197-4440

The member whose car was stolen, the member's family, or law enforcement officials or their families cannot claim the reward.

## **Pathfinder® Trip Routing Service**

A Pathfinder® Personal Travel Plan can make your trip more carefree and economical whenever you travel by car throughout the U.S. and Canada. You'll receive customized maps, highlighting your choice of the most direct or scenic route of travel. On-line orders will be processed and sent within 24 hours. Telephone orders are processed and mailed within 48 hours of receipt. If you're in a hurry, obtain narrative travel directions via fax or email.

### **To Order Personalized Trip Routing**

- Request a customized trip route on-line at [www.aarproadside.com](http://www.aarproadside.com), and it will be sent to you electronically within 24 hours.
- Call 1-800-555-1121 toll-free, Monday through Friday, 8 a.m. – 8 p.m. between Saturday, 8 a.m. - 5:00 p.m., Central Time.

### **Your Trip Routing Includes**

- Easy-to-follow customized trip route with detailed directions.
- Mileage from start to destination.
- Estimated driving times for each segment of your trip.
- Information about toll-roads and detours.
- Trip expense record.

## Maps

You may also request regional, province or state maps in conjunction with your personalized Trip Routing.

## Travel Information

For helpful nationwide travel information, call 1-800-555-1121 to request telephone numbers (many are toll-free) for:

- State Road Conditions
- State Tourism Bureaus
- Hotel/Motel Reservation Desks

Find out about the weather conditions along your route and at your destination before leaving on a trip. Just call 1-800-555-1121 during regular customer service hours and ask for weather information.

- Current conditions and specific forecasts for all major cities in the U.S.
- Forecasted temperature and precipitation for locations worldwide
- Three-day high and low temperature range forecast

## Car Rental and Hotel Savings

### AARP Travel

The AARP Travel program is available to all AARP members, and may be especially useful to you when you are driving. The Program entitles AARP members and their spouses to substantial savings on travel in the U.S. and abroad. A copy of the AARP Member Benefits guide, which lists participating hotel/motel and auto rental firms, is included with Pathfinder® Trip Routings or may be requested by writing to:

AARP Member Benefits Guide  
AARP Fulfillment  
601 E Street N.W.  
Washington, DC 20049

Choose any of the fine companies listed below when you need to rent a car for personal or business use, and you'll save money. Just

call the toll-free number to make your reservations and provide the AARP Travel Discount ID Number. Be sure to ask for any special promotional rates that may be lower than the AARP discount.



AVIS

Toll-free reservations: 1-800-331-1800

ID Number: A-359800



HERTZ

Toll-free reservations: 1-800-654-2200

ID Number: 50075



NATIONAL

Toll-free reservations: 1-800-227-7368

ID Number: 6100120

## **Trip Interruption Guarantee \***

If a vehicle you are driving becomes disabled because of a collision and is completely disabled more than 100 miles from home, we will reimburse you up to a maximum of \$750 per occurrence (\$1,500 maximum per membership year) for expenses incurred within 48 hours of the incident for any combination of the following:

- Car rental or commercial transportation (including airline, bus, or train fare) from the accident location to your home or destination and then back to pick up the repaired vehicle.
- Lodging expenses while your car is being repaired.
- Ambulance charges.

### **How to Obtain Reimbursement:**

- File an accident report with the local or state police.
- Mail the accident report and original itemized bills within 60 days,\*\* to:

AARP Roadside Assistance  
Claims Department  
P. O. Box 4440  
Carol Stream, IL 60197-4440

Expenses not eligible for reimbursement include, but are not limited to: medical expenses, gasoline, meals, tips, phone or fax



charges, pay per view movies, parking fees, alcoholic beverages, dry cleaning, and hotel amenities.

While waiting for your repairs to be completed you may enjoy savings by using the AARP Travel benefits described in the **Car Rental and Hotel Savings** section when making lodging arrangements or renting a replacement vehicle.

\* Benefit reimbursements are covered by contractual liability policies issued to Roadside Assistance. By law, this benefit is not available to TX residents enrolled after 12/31/97.

\*\* Claims postmarked more than 60 days after the date of the accident will not be honored. No time restriction applies for residents of UT and WI.

## Vehicle Repair Check Guarantee

If your vehicle breaks down and requires roadside or towing services, repair work, parts or labor not covered by Roadside Assistance, you may choose to use a personal check to pay. Although not all service providers accept personal checks, for those that do, Roadside Assistance's Vehicle Repair Check Guarantee assures that the service provider will receive payment.

The benefit is limited to two (2) checks per 30-day period, totaling no more than \$500. If your check is dishonored for any reason, you will be responsible for repayment of the check amount plus any penalties incurred by Roadside Assistance.

## Vehicle Repair Service Program

The Vehicle Repair Service Program provides information and support for vehicle repairs. This program is administered by Sorsio, Inc. Sorsio is one of the largest automotive management companies in America, with over 50 million warranties in effect through road hazard, nationwide warranty and certified inspection programs. You can rely on these experts for accurate and up-to-date information.

### **Repair Referral Service\***

If your vehicle needs repairs and you do not already have a service provider you trust and respect, simply call 1-800-555-1121, and we will locate the participating auto repair facilities near your location. We will provide you names, addresses, phone numbers and hours of operation. Most facilities meet Automotive Service Excellence (ASE) certification and provide a warranty on repairs. The warranty terms may vary.

Roadside Assistance cannot guarantee repairs, hours of operation, promptness of repairs, or provide more than one service call per breakdown. It is the member's responsibility to make the arrangements with the service facility for repairs.

### **Warranty Repair Service**

If your vehicle was repaired at a recommended participating repair facility and the same repair is required due to defective parts or workmanship over 50 miles from the original repair facility within 12 months or 12,000 miles, you can have it repaired again at another authorized repair facility, and the cost, including parts and labor, up to the original repair cost will be covered.

If you are within 50 miles of the original repair facility, contact them for the terms of the applicable warranty. If your vehicle cannot be driven, call 1-800-555-1121 for roadside assistance.

### **The following types of services/repairs are covered and available for referral:**

Oil and Minor Lubrication	Front-end Suspension
Tire Repair	Engine Tune-up
Alignment	Belts and Hoses
Brakes	Electrical System
Heating/Air Conditioning Systems	Cooling System

### **The following types of services/repairs are not covered or available for referral:**

Auto Body Paint and Molding	Clutch Replacement
Engine	Transmission
Transaxle, Drive Axle and Differential Assembly	

This coverage applies to only ordinary non-commercial use vehicles that have received reasonable and necessary maintenance during the coverage period (twelve months or 12,000 miles after the original repair, whichever occurs first). Coverage does not apply in cases of deliberate abuse, accident, or alteration and does not extend to incidental or consequential loss of any kind.

Call 1-800-555-1121 before any work begins to determine that your repair is covered. After confirmation of coverage, provide the repair facility with a copy of the invoice or the receipt for the original repair. Sonsio will pay the repair facility for any second repair performed on your automobile. In the case where a facility will not accept payment from Sonsio, pay for the second repair and request reimbursement by mailing both the original and second repair invoices to:

Sonsio  
P.O. Box 17659  
Golden, CO 80402-6027

Payments for authorized repair claims will be at full retail labor and repair rates not to exceed the cost of the original repair. Repairs that result from a breakdown within 50 miles of the original repair facility are not reimbursable; please check with the original repair facility for any warranty coverage.

\* Repair Referral Service is not available in Canada or in the states of CA and LA. By law, this benefit is not available to TX residents enrolled after 12/31/97.

## Service Offices

### **Maryland Office:**

Larry R. Green  
Green's Garage, Inc.  
1628 Fairmount Road  
Hampstead, MD 21074

### **Mississippi Office:**

Joseph Hayes  
Hayes Towing and Recovery  
1101 Highway 80  
Jackson, MS 39204

### **Montana Office:**

City Towing Inc.  
1042 Broadwater Ave.  
Billings, MT 59102

### **Nevada Office:**

Pop A Lock  
9249 Pitching Wedge Dr.  
Las Vegas, NV 89134

### **New Mexico Office:**

Dugger's Services  
7601 San Pedro Dr. NE  
Albuquerque, NM 87109

### **Oklahoma Office:**

Mel's Towing Service  
25 NW 9th St.  
Oklahoma City, OK 73102

### **Texas Office:**

A Ace Towing  
12761 Nacogdoches  
San Antonio, TX 78217

### **Wisconsin Office:**

Lou's AAA Service  
4305 N. Teutonia  
Milwaukee, WI 53209

### **Wyoming Office:**

D & S Recovery  
2908 E. 9th St.  
Cheyenne, WY 82001

### **All Other States:**

AARP Roadside Assistance  
51 W. Higgins Road  
South Barrington, IL 60010-9350









Roadside Assistance  
from  Allstate.

\*\*FMABA00-11\*\*  
Sample A Sample  
1234 Any Street  
Any Town, IL 12345

Drive with  
**confidence**

Drive with AARP Roadside Assistance

Sample A Sample  
123456789  
1983-1