



# AAA Carolinas Member Guide | 2022 (PRINTER-FRIENDLY)

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## FROM THE VICE PRESIDENT

We are delighted to have you as a member of AAA...the original motor club. AAA, a not-for-profit community organization and advocate for travelers' rights, was founded in 1902 in response to a lack of highways suitable for automobiles. Today, AAA supports motorists and non-motorists alike with services ranging from travel planning to insurance coverage to retail discounts. We have more than 1,000 offices in the United States and Canada with a fast-growing membership of over 60 million loyal members who enjoy the everyday benefits of AAA. And as a member of AAA Plus® or AAA Premier®, you can have even more extended services at your disposal. Visit [Carolinas.AAA.com/Membership](http://Carolinas.AAA.com/Membership) for more information on all the levels AAA offers.

Know your AAA benefits and use them! Feel free to call and visit your local AAA branch office whenever you need assistance. It is always our pleasure to serve you!

Jim Ejupi  
Vice President  
Membership Sales & Service  
The Auto Club Group

## ROADSIDE ASSISTANCE

### Need roadside assistance now?

Call **800-AAA-HELP (222-4357)** or request service with the [AAA Mobile app](#) or online [AAA.com/Help](#)

**Please cancel your request for service immediately if service is no longer required. If the driver is en route, this call will count as a service call.**

### How many service calls do I get per year?

**Members receive up to four service calls each (Primary and Associate).**

### How soon can I start using my service calls?

**Basic members are subject to a 24-hour waiting period, Plus members have a 5-day waiting period and Premier members have a 10 day waiting period.**

- **For members upgrading from Basic to Plus there is a 5 day wait, Plus to Premier is a 10 day waiting period.**
- **A same day service fee applies for members that utilize their membership before the waiting period is complete.**

### When calling for road service, please have the following information ready:

- **Your name, club code and membership number (from member card)**
- **The make, model, year, and color of the vehicle**
- **Exact location of your vehicle (landmark)**
- **Nature of breakdown (flat tire, won't start, in ditch, etc.)**
- **Phone number where you can be reached**

**To serve you better, you must be with your vehicle, provide your AAA Membership card and proof of identification when service is received.**

AAA Roadside Assistance is an emergency service, rendered by club-owned fleet and providers and paid for by the Club. It is designed to aid any member as a passenger or a driver whose vehicle has become disabled. Please remember, however, these services are for emergencies and should not be used for maintenance. Although services are generally similar in all AAA and Canadian Automobile Association (CAA) territories, rules and regulations vary and services will be provided in accordance with regulations of the AAA/CAA Club servicing the area. Guidelines governing roadside assistance are subject to change without notice.

### Towing Service

**When your vehicle cannot be safely driven after attempting any of the listed emergency services herein, you will be given three (3) towing options:**

**Option 1:** You may be towed to a AAA Carolinas owned and operated AAA Car Care facility, within 10 miles, or to the AAA contractor's station that responded to your call at no charge. When a AAA Contracted Road Service Provider tows a member back to their location and the car is towed away from the Road Service Provider's facility, over mileage for the original tow and storage fees may apply. If service is not performed at the AAA Car Care facility and vehicle is towed to another location, over-mileage costs will be incurred.

**Option 2:** You may be towed to a destination you select within the first three (3) miles of the disablement (at no charge). Plus and Plus/RV Members receive up to 100 miles free towing. Premier and Premier/RV Members receive one 200 mile tow per membership year with each additional tow covered up to 100 miles.

**Option 3:** You may be towed to a destination you select that is beyond the mileage coverage for your service level at the rate of \$7.00 per mile. (Basic up to 3 miles, Plus & Plus/RV up to 100 miles, and Premier & Premier/RV up to 200 miles once per membership year, and up to 100 miles for all other tows).

In an effort to provide a safe, quality environment for our members and providers, large trucks and some multi-passenger vehicles, including but not limited to: F-350s, F-450s, motorcycles, dual-wheel trucks, Hummers and vehicles extending past the rollback bed, must have Plus/RV or Premier/RV coverage or they will not be covered by AAA Carolinas. In combination with the total weight and type of the tow vehicle, these restrictions are required as different equipment is needed to provide service. This restriction is based on: the weight of the vehicle being towed, weight distribution of the vehicle being towed and weight loads on the axle of the tow vehicle, and safety based on Department of Transportation guidelines. Note: The final decision to provide service to a vehicle safely is left to the discretion of the AAA Contracted Road Service Provider.

In instances where your vehicle is disabled while towing a trailer, service may be provided for the trailer at your expense and will be payable to the service facility at the time of service. Plus/RV and Premier/RV service extends coverage to include travel trailers with sleeping accommodations used for the purpose of camping. You may not use more than one service call per breakdown. Vehicles that have been modified by the owner risk possible damage when towed or serviced. AAA Carolinas reserves the right to refuse the tow or service on the grounds of safety and liability. If service is provided, the owner assumes responsibility for any damages not caused by the operator's negligence. Premier's 200 mile tow is not extended to vehicles requiring RV coverage. Charges for flatbed service requested by members, when not required by the AAA Towing manual, will be passed on to the member. The responding tow truck will have room for up to two passengers. AAA can assist in locating transportation (Uber, Lyft, Taxi, etc.) service at the member's expense to transport additional passengers. The final decision to provide service to a vehicle safely is left to the discretion of the AAA Contracted Road Service Provider.

## Tire Service

If your vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire. If an inflated spare is not available, the vehicle will be towed in accordance with the towing provision. AAA cannot change inner tires on dual-wheeled trucks.

## Fuel Service Delivery

An emergency supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest service station. Specific brands or octane ratings cannot be promised. The charge for the fuel will be the current pump price and is payable to the AAA Contracted Road Service Provider upon delivery. If you need it, you can be towed under the normal towing provisions. With Plus, Plus/RV, Premier, and Premier/RV, we'll provide a sufficient amount of fuel to enable you to reach the nearest service station at no additional cost.

## Mobile Vehicle Battery Service

In selected cities, a AAA trained and certified technician will be dispatched to test your vehicle's battery and charging system at no cost to you. In the event your battery fails, you may purchase one from the roadside technician at that time. Installation is free on most vehicles, however, there may be additional charges for labor intensive installations. In areas where the mobile battery service is not available, AAA will offer a battery boost if conditions are safe to do so.

## Road Condition Advisories

A nationwide network provides year-round information for AAA members concerning road conditions, detours, washouts and other driving hazards. Carolinas residents should take special note of icy road advisories from November 15 through March 15.

## Lockout & Key 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 \$50.00 will be provided. For the protection of the member's vehicle, AAA may request ownership verification of the vehicle and/or seek identification of the person driving the vehicle. Registered owners must be present for this service. Plus, Plus/RV, Premier and Premier/RV provides up to \$100 for locksmith service to make your vehicle operable.

## Home Lockout Service

AAA Premier and Premier/RV Members can receive up to \$100 in locksmith services to pick or drill the lock to gain access to your home from the outside if you become locked out. Home lockout service is reserved for the AAA Premier Member's primary residence in North or South Carolina 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 usage per AAA Premier Membership per membership year.

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 North or South Carolina. Service is subject to provider availability, and if AAA cannot provide service, the member will be referred to a commercial locksmith and may be reimbursed for covered service up to \$100. Locksmith arrival time is based upon locksmith availability.

## Extrication/Winching Service

Your vehicle will be extricated by one truck and one operator when it can be safely reached and extracted within 50 feet from a normally traveled road or established thoroughfare. If special equipment, additional manpower or vehicles are required, additional costs will be payable by the member to the facility at the time of service. This service does not cover vehicles disabled on a beach, non-public road, construction site, boat ramp, vacant lot, or area not regularly used for public traffic. Plus, Plus/RV, Premier and Premier/RV provide for a second truck and operator, when needed, for up to one hour. If the vehicle cannot be operated after extrication, the towing benefit applies.

## Bicycle Service

Bicycle service is just another way AAA has you covered with roadside assistance. Counted toward your allotted service calls, AAA will transport you and your bicycle to any point of safety within the limits of your coverage.

Visit [AAA.com/Bicycle](http://AAA.com/Bicycle) for full terms and conditions.

## Eligible Vehicles

For Basic, Plus, and Premier Members, the Club will provide service to the following: Bicycles, tandems and trailers pulled by bicycles, four-wheeled motor driven vehicles of the passenger type regardless of license plate designation, if those services can be safely delivered. Dual-wheel campers/motor homes and RVs will be provided all services except towing, extrication/winching, and tire service, which will be offered only to Plus/RV or Premier/RV Members. Rented passenger vehicles are eligible for service. Unloaded commercial vehicles are eligible for service, excluding taxi cabs, transport/shuttle services and limousines. Dual-wheel unloaded pickup trucks and panel vans (up to ten passengers) must have Plus/RV or Premier/RV coverage to be eligible for towing and are provided all services except changing inner tire. Box trucks are provided all services except towing, winching, and tire service. For Plus/RV and Premier/RV Members only, the Club extends all service to: Motor homes, travel trailers with sleeping accommodations for the purpose of camping only, pickup trucks with bed-mounted campers, motorcycles, dual-wheel unloaded pickup trucks, panel vans, and 5th wheel travel trailers. Some larger trucks and some multi-passenger vehicles may not be covered by AAA Carolinas if determined unsafe by the AAA Road Service Provider based on Department of Transportation guidelines.

**Improper or Excessive Service:** Members are required to participate in the cost of roadside assistance after the allotted number of service calls are used. An attempt will be made to notify the primary member that they are approaching or have reached the maximum call limit. Members who require service after the maximum allotted calls will be provided service at a special reduced rate. Additional charges for towing mileage will be due and payable to the servicing facility at the time of the service.

**Terms and Conditions:** We reserve the right to reduce service, non-renew, charge additional fees at renewal, or cancel any membership which, in Management's sole discretion, would be detrimental to other members, is disruptive to the operation of the club, or has an adverse impact on the cost of the membership. This is reviewed on a continuous basis and Members will be notified if their Membership is affected. Primary Members are responsible for the conduct and the service demands of their Associates and any costs to AAA Carolinas incurred as a result of misuse of AAA Carolinas Member benefits by their Associates under the membership. An individual may be a member of only one membership at a time. All applications and renewals are subject to approval and acceptance by AAA Carolinas. Membership eligibility, dues, fees, services and benefits are subject to change without notice. Emergency conditions: Whenever possible, roadside assistance is available to you 24 hours a day, 365 days a year throughout the United States and Canada. However, during severe weather conditions, civil disturbances or national emergencies, AAA reserves the right to temporarily delay service to members who are in a place of safety. Please remember that AAA Carolinas roadside services are for emergencies only and should not be used for maintenance. Guidelines governing roadside assistance are subject to change without notice.

**Reimbursement Regulations:** AAA is dedicated to providing a level of service far beyond the modest cost of membership. One way we do that is by contracting with carefully screened road service providers to deliver services at specially negotiated prices that are well below the rates of independent road service contractors. In an instance where a AAA contracted road service provider is available but a member chooses to call a service provider outside the AAA network instead of calling our 1-800-222-4357 number, reimbursements will be based on your membership plan. On the rare occasion that a AAA road service provider is not available (after calling our "800" number), or your membership cannot be confirmed, you will be reimbursed for those services normally provided free of charge with your membership. Receipts that are altered, copied or in the name of anyone other than the member, or have been reimbursed by other sources cannot be honored for reimbursement. Please submit the original receipt along with the reimbursement application to the address below. The application can be picked up at your local office, downloaded from [AAA.com](http://AAA.com) or mailed to you. The Club will consider reimbursement requests within 60 days from the date of service. Mail receipts to: AAA Carolinas; P.O. Box 29600; Charlotte, NC 28229; Attn. Member Relations Department.

**AAA Contracted Road Service Providers:** We select road service providers for their ability to handle service calls. These road service providers are independent businesses and are not employees or agents of AAA Carolinas. Responsibility for loss, damage or unsatisfactory workmanship remains with the contracted road service provider that is providing the service. AAA will mediate disputes. Damage complaints must be received within 10 days of the incident and AAA cannot promise resolution if repairs are completed prior to investigation.

**Member Privilege Only:** Service will be provided to the person named on a valid membership card if he or she is driving or riding in an eligible vehicle at the time of breakdown. Prior to rendering service, AAA requires identification, such as a driver license, in addition to the AAA Membership card. Only members may use the membership card and service is not provided to non-members using the member's vehicle, whether or not they reside in the member's household. Spouse and children may be added as "Associate" Members which include all services provided to the Primary Member.

**Services Not Included at AAA Expense:** Mechanical or repair work, and any parts or supplies required to repair vehicle; service on a vehicle which was abandoned or immobilized by inspection law; services to unregistered or unlicensed vehicles or those with registrations expired more than 30 days; vehicles without tags or displaying an invalid tag unless a police report is presented; towing of vehicles for salvage; more than one tow per breakdown; a pre-existing condition; toll road charges; parking fees; any expense when a vehicle is ordered to be towed or extracted; entrance fees charged by private or gated communities. An impounded vehicle will not be provided service unless it was impounded due to an auto accident. Prior to towing services being provided, AAA Members must make their own arrangements to have the vehicle moved to the entrance of the impound lot so it is accessible by the AAA service provider and any and all fees imposed by the impound lot are the member's responsibility. Vehicles that are loaded with heavy equipment or large items will not be provided service.

**Payment:** AAA road service providers accept personal checks up to \$250 for roadside assistance; credit and debit cards are also accepted. Some restrictions may apply. Contact the Quality Assurance/Member Relations Department toll-free 877-282-3682 for details.

**Emergency Conditions:** Whenever possible, roadside assistance is available to you 24 hours a day, 365 days a year throughout the United States and Canada. However, during severe weather conditions, civil disturbances or national emergencies, AAA reserves the right to temporarily suspend service to members who are in a place of safety.

**Non-renewal Policy:** During your membership term, you are permitted up to your annual allotment of roadside service calls. In the event that you require more than your annual allotment of Road Service calls in any single Membership year, you may be required to pay a fee for Service and/or tows back to the closest responding facility; tows to other destinations will be at prevailing rates for towing Road Service.

We reserve the right to reduce service, downgrade your membership type, impose surcharges, charge additional fees at renewal, or non-renew any membership for any reason. By way of example, we may decide not to renew your membership if Management determines that renewing could be detrimental to other members or disruptive to the operation of the club, where the expense to the Club from your membership benefits exceeds revenue collected or where the membership has an adverse impact on Management's ability to provide membership services. Your purchase or usage of other AAA products and services may be used as a factor by Management in deciding whether to change or non-renew your membership.

**Cancellation Policy:** We reserve the right to impose surcharges and/or Road Service limitations, downgrades of a Membership type or cancellation of a Membership at our discretion, without prior notification.

Reasons for cancellation include but are not limited to verbally or physically abusive behavior, material misrepresentation, excessive Road Service usage, or substantial breach of contractual duties or conditions. The safety of our members, employees and service providers is our top priority. If we cancel your membership, we will provide written notice. You are permitted up to your annual allotment of roadside service calls. We may determine that Road Service usage is excessive. In making such determinations, we consider the cost associated with Road Service calls, call frequency over multiple Membership periods, and other factors. In the event that you require more than your annual allotment of Road Service calls in any single Membership term, you may be required to pay a fee for Service and/or tows back to the closest responding facility; tows to other destinations will be at prevailing rates for towing Road Service.

If you ask to cancel, your membership will expire without renewal at the end of the current term, but no dues will be refunded. All policies are subject to change without notice.

## Trip Interruption Reimbursement

AAA Members have added peace of mind when on trips of 100 driving miles or more from home. If you are driving or riding in a AAA-qualifying vehicle which becomes inoperable as a result of a traffic accident or if your vehicle is stolen, (or mechanical breakdown – Premier Members only) and causes your trip to be delayed at least 24 hours, you may receive a reimbursement covering unexpected out-of-pocket expenses incurred during the first 72 hours (96 hours for Premier) immediately following the incident. These expenses include:

- Car rental (excluding gas, insurance, and drop or one way fees)
- Meals and lodging in the vicinity of the incident (within a 25 mile radius)

**or**

- Commercial transportation from the location of the incident to your destination or current residence.

Reimbursement coverage varies by membership service level and includes:

Basic: Up to \$250

Plus & Plus/RV: Up to \$500

Premier & Premier/RV: Up to \$1500

The trip interruption benefit can be used once per membership, per membership year. An accident report must be filed with the local police department and submitted to the club along with all other required documentation within 60 days of the incident. For more information on reimbursement guidelines, documents and to file a claim, contact the Member Relations department at 877-282-3682.

## 24-Hour Concierge Services

AAA Premier members receive easy access to many services when traveling on a domestic or international trip 100 miles or more from their primary residence. Call toll-free 877-865-8548 for Concierge Services or visit [Carolinas.AAA.com/Membership/Guide](http://Carolinas.AAA.com/Membership/Guide) for more information.

## Vehicle Return

AAA Premier Members traveling in a AAA-qualifying vehicle 100 driving miles or more from home are reimbursed up to \$500 for transportation of the vehicle back to the Premier Member's residence when an unexpected illness or injury prevents completion of the trip. The vehicle must be operable. Transportation must be performed by an accredited professional transport company. Benefits are not payable if the transportation of the vehicle could have been performed by the member or a traveling companion of the member. The Vehicle Return benefit may be used once per membership, per membership year. This benefit excludes transport of a rental vehicle or a vehicle with an original lease term of less than one year. Evidence of illness/injury must be submitted along with all other required documentation within 90 days of the incident. For information on reimbursement guidelines and to file a claim, contact the Member Relations department toll-free at 877-282-3682.

## One Day Complimentary Rental Car

As a Premier or Premier/RV Member, if your vehicle is towed in North or South Carolina through AAA and you are stranded without transportation, AAA will cover the cost of a rental car for one day. Simply request your rental car within 48 hours after the time of the tow. You'll pay when you pick the car up, and then you will simply turn in your rental receipt and AAA will reimburse you for the value of a one-day rental. Members may rent the vehicle for more than one day, but they will be responsible for all subsequent costs. Members are also responsible for upgrades, vehicle insurance, mileage and fuel charges and any other charges, fees, and taxes. Normal rental qualifications, including age restrictions and other restrictions apply.

Call toll-free 877-282-3682 for reimbursement information. With AAA Premier, each membership is entitled to one one-day reimbursement per year when the tow is from a AAA roadside assistance call.

## Auto/Stereo Theft Reward

AAA's Auto/Stereo Theft Reward offers one reward payment per incident, up to \$500 for auto theft and up to \$200 for stereo theft, payable to anyone providing information to the police resulting in the arrest and conviction of someone who steals the above mentioned property from a member. Plus and Plus/RV extends your basic auto theft reward up to \$1,000 and your stereo theft reward up to \$400. Premier and Premier/RV extends your auto theft reward up to \$1,500 and your stereo theft reward up to \$600.

Member filing claim, member's immediate family, associate members, law enforcement and security officers are ineligible for reward.

## Legal Defense Reimbursement

If you have to go to court for a traffic violation, AAA will reimburse you for attorney fees up to:

- \$50 for covered traffic violations.
- \$225 for manslaughter in connection with an auto accident and a total of \$300 if appealed to the State Supreme Court.

### Plus & Plus/RV Membership increases your attorney fee reimbursement up to:

- \$100 for covered traffic violations.
- \$500 for manslaughter in connection with an auto accident.
- Total of \$1,000 if appealed to the State Supreme Court.

### Premier & Premier/RV Membership increases your attorney fee reimbursement up to:

- \$300 for covered traffic violations.
- \$1000 for manslaughter in connection with an auto accident.
- Total of \$2,000 if appealed to the State Supreme Court.

This benefit may be used once per membership year. You must appear in court or furnish a signed waiver that an attorney represented you. A plea of not guilty must be given to the original charge. Notice of claim to the club along with all required documentation must be submitted within 60 days of the trial date. Reimbursement does not cover the charge of driving while impaired, failure to appear on previous traffic violations, or other serious driving offenses. For reimbursement guidelines and exclusions, contact the Member Relations department during business hours at toll-free 877-282-3682, or visit [AAA.com](http://AAA.com).

## Filing Claims

To file a claim, contact the Member Relations Department at toll-free 877-282-3682.

To submit for ERS Reimbursement digitally, please [use this form](#).

To submit for Battery Reimbursement digitally, please [use this form](#).

## MEMBERSHIP

### Membership Dues

Pay for your membership by check, money order, VISA, Mastercard, American Express, Discover, or cash. For convenience, AAA Carolinas offers Automatic Renewal of your annual membership dues by credit card. AAA Carolinas members must reside within the club's territory of North Carolina and South Carolina. Memberships are on a continuous year-to-year basis with dues payable annually by the last day of the month shown on your membership card. Membership payments received after the renewal date will result in a five day wait for Plus/PlusRV and a ten day wait for Premier/PremierRV benefit reinstatement. Please notify us if you change your address by calling toll-free 866-566-8635, or by writing: AAA Carolinas; Attn: Membership; P.O. Box 29622; Charlotte, NC 28229-9622. To renew, view, or manage your membership, please visit [MyAAAMembership.com](http://MyAAAMembership.com).

### Primary vs. Associate Member

A Primary Member is the initial holder of the membership in the household who makes the decisions regarding the membership, such as adding associates or cancelling the membership. Associates may be a spouse or any dependent children age 25 and under, living with and supported by the immediate family. Children who reach age 26, leave the household, or become self-supporting are no longer eligible for associate status and require their own individual Primary Membership.

### Gift Membership

For your convenience, you may purchase a gift membership by calling our Membership Sales Department at toll-free 866-566-8635 or by visiting [AAA.com/Gift](http://AAA.com/Gift). We'll send a AAA gift membership kit to the recipient along with membership card(s). You will be billed separately for the gift at regular membership rates, and you may renew the gift each year. Gift memberships may only be purchased for Carolinas residents.

### Upgrade Your Membership

To upgrade your existing membership to Plus, Plus/RV, Premier, or Premier/RV and receive extended AAA benefits, visit [MyAAAMembership.com](http://MyAAAMembership.com) or call our Membership Sales Department at toll-free 866-566-8635. Visit the Join AAA section of [AAA.com](http://AAA.com) to compare benefits and service levels.

Upgrades must be purchased for all members on your membership. Plus and Plus/RV roadside assistance benefits effective five (5) days after payment is received. Premier and Premier/RV roadside assistance benefits effective 10 days after payment is received.

By signing up for Automatic Renewal, you agree to let AAA automatically charge your provided credit card for the amount of your annual membership fee. AAA will only do this during the month of your scheduled renewal and will send you a statement indicating your upcoming automatic charges. You can opt out of automatic renewal at any time by calling AAA's Member Service Center at 1-866-566-8635. Gift memberships enrolled in Automatic Renewal will be charged one month prior to scheduled renewal month.

AAA offers a \$5.00 discount (the "Automatic Renewal Discount") toward the membership dues for each Eligible Membership enrolled in Automatic Renewal. Eligibility: To qualify as an Eligible Membership, the AAA Membership must be: (1) a Primary Membership; (2) subject to Automatic Renewal; (3) whose membership dues are not paid for by a party other than the Primary Membership owner. Period: So long as the AAA Membership remains an Eligible Membership, AAA will apply the Automatic Renewal Discount at time of join and each membership year thereafter. Reservation of Rights: AAA reserves the right, at its discretion, to change, modify, add, or remove these terms of the Automatic Renewal Discount Program at any time without prior notice. AAA further reserves the right to determine and to verify all eligibility conditions.

## DISCOUNTS

### Retail Discounts & Savings

Your AAA Membership offers more than just peace of mind on the road. It features one of the largest discount programs in the world, enabling you to save money on products and services from over 100,000 local and national establishments such as Hertz Car Rental, Penske Truck Rental, 1-800-Flowers, Best Western, LensCrafters, and more. These businesses offer special prices, upgraded services, or extra value for AAA Members. Visit [AAA.com/Discounts](http://AAA.com/Discounts) for an up-to-date list.

### Discounted Attraction Tickets

In addition to the Discounts & Rewards program, AAA Carolinas Members can purchase discounted tickets for popular attractions. To receive a discount, tickets must be purchased in advance at one of AAA Carolinas' offices or online. Discounts cannot be given at the attraction ticket offices/gates. Call your local AAA office for prices and availability or visit [AAA.com/Tickets](http://AAA.com/Tickets) for a list of eligible attractions.

Note: Terms and conditions of Discounts & Rewards partners and their agreements are subject to change. At participating locations only.

### AAA Gift Card Center

Receive a 3% instant discount when purchasing gift cards at the AAA Gift Card Center. Shop over 80 name-brand gift cards, including Starbucks, The Home Depot, Darden Restaurants, Kohl's and much more, all at your local AAA branch. You'll save 3% on every purchase. It's convenient one-stop shopping for any gift-giving occasion, or you can stock up for yourself on brands you use most often and save 3% on every card. Visit [AAA.com/GiftCardCenter](http://AAA.com/GiftCardCenter) today!

## TRAVEL SERVICES

### AAA Travel Agency — Travel With Confidence

Expert AAA Travel Advisors can plan an amazing travel experience for you while also providing:

- Peace of mind to help you be prepared and make informed decisions within an ever-changing travel environment.
- Time-saving services like research, guidance and insights for effortless booking.
- Value for your travel dollar by helping you make sense of multiple offers, discounts, AAA benefits and amenities.

Locate an Advisor at [AAA.com/TravelAdvisor](https://www.aaa.com/TravelAdvisor).

### Cruises, Tours and Rail

AAA Members receive exclusive member benefits and amenities on unique travel experiences with trusted AAA Travel preferred partners. Find inspiration for your next vacation at [AAA.com/Travel](https://www.aaa.com/Travel).

### AAA Vacations

Designed specially for AAA Members, *AAA Vacations*<sup>®</sup> offers cruises, guided tours and independent vacations that vary from the historic and traditional to the exotic and adventurous. Every itinerary is packed with exceptional built in value, engaging experiences and complimentary inclusions only available when you book with AAA Travel. Ask your AAA Travel Advisor or visit [AAA.com/AAAVacations](https://www.aaa.com/AAAVacations) to learn more.

### Hotels and Resorts

Stay at AAA Diamond Designated hotels and save up to 15% with exclusive AAA rates. Search destinations at [AAA.com/Hotels](https://www.aaa.com/Hotels).

### Road Trips & More

Plan your next great adventure with convenient, digital AAA TripTiks<sup>®</sup>, TourBook<sup>®</sup> Guides and AAA Travel Guides. Start planning at [AAA.com/Travel](https://www.aaa.com/Travel).

### Rental Vehicles

When you rent a vehicle with Hertz, Dollar or Thrifty, enjoy member savings, plus free use of a child safety seat, free additional driver and more. Restrictions apply. Learn more at [AAA.com/Hertz](https://www.aaa.com/Hertz).

### Hertz Gold Plus Rewards

Join Hertz Gold Plus Rewards<sup>®</sup> as a new member and enjoy a faster, easier and more rewarding vehicle rental experience. You can skip the line, earn 25% more points toward free rental days, get exclusive Hertz Gold Plus Rewards offers and more! Restrictions apply. Enroll at [AAA.com/HertzGold](https://www.aaa.com/HertzGold).

### Fee-Free Ticketing

Premier members who plan and book their air travel through a AAA Travel Advisor will not pay a AAA air-ticketing fee.

### U.S. Passports and ID Photos

Have your picture taken at any AAA branch office. A minimal fee applies for Basic Members. Plus, Plus/RV, and Premier Members get free photos for U.S. passport/identification at any AAA Carolinas Branch Office. Four (4) sets are allowed per membership year. Passport applications are available at your local AAA office but must be processed at the United States Post Office. For more information on passport processing, please visit [USPS.com/Passport](https://www.usps.com/Passport).

### Travel Accident Insurance

AAA's \$100,000 Travel Accident Insurance Program covers you for accidental loss of life, limbs, or sight in any licensed common carrier when the transportation is purchased through a AAA Carolinas travel agency. A common carrier may include planes, trains, ships and buses. Coverage applies while you are riding solely as a passenger in or on, or boarding from any licensed common carrier. Plus, Plus/RV, Premier and Premier/RV provide an additional \$200,000 (totaling \$300,000 on tickets purchased through AAA Travel only) in travel accident insurance when you purchase your ticket through AAA.

### International Driving Permits

These permits are issued through AAA and are valid in over 150 countries. This recognizable form of identification contains your name, photo and driver information translated into ten languages. Even if you are not planning to drive while traveling abroad, we recommend you obtain an international driving permit. Applications are available in our offices, or from [AAA.com/IDP](https://www.aaa.com/IDP). (Fees apply.)

### Luggage & Travel Accessories

AAA has the best selection of travel accessories at the lowest prices with special discounts for AAA Members. Stop by your local AAA office to see our wide selection of luggage, travel guides and other great items for your trip. We can help you with carry-on bags to avoid airline luggage fees, what adapter or converter you need for travel abroad and much more.

## INSURANCE SERVICES

### Auto Insurance

When it comes to your insurance needs, there's no better choice than AAA – your trusted companion on the road with a century-long history of protecting the things you cherish. Let AAA Insurance help you discover that no matter where you are in life, we have an insurance policy made especially for you.

AAA Insurance has preferred rates for members, an easy reliable claims process and compassionate experts in the field of insurance, ready to care for your special needs. AAA Insurance stands ready to protect the dreams of our members. And remember, it is a AAA Carolinas owned company. That means anyone covered by AAA Insurance can rest easy in the fact that they are protected by the AAA name, and that the President of the company is always within driving distance. Your baby is not just another car, and AAA Insurance is not just another insurance company. Call us today and experience the member difference. Insurance consultants can be reached at toll-free 877-766-6222.

### Specialty Vehicles Insurance

For many of our members, acquiring a motorcycle, recreational vehicle or other specialty vehicles has been a lifetime dream. These types of vehicles need specialized policies. The basic automobile policy written by most companies isn't enough to provide adequate coverage. By representing a number of the major specialty companies, AAA is able to provide members with the specific coverage that is needed for these vehicles at the most competitive rate.

A quick phone call with one of our consultants can give you the peace of mind that your dream is fully protected. You can reach us at [AAA.com/Insurance](http://AAA.com/Insurance), or by phone at toll-free 877-766-6222.

### Homeowners and Liability Coverage

At AAA Insurance, we make homeowners insurance easy to buy and easy to understand. We offer:

- Coverage options to fit your lifestyle
- Fast, convenient claim service
- Easy Pay Plans
- Money-saving discounts
- Professional advice from a AAA Insurance consultant

AAA realizes that no one invites their friends and family over to just see their house; instead we open our homes to them. AAA also notices that your home will more than likely be the largest investment you'll ever make. This large of an investment needs the proper protection. Just think for a moment how your lifestyle has changed over the last 10 years. More of us are working from home and have acquired more personal property over the years. Each of these requires special coverage, and your AAA Insurance consultant can provide the right protection plan for all of these unique needs.

Call one of AAA's Insurance consultants and see if you qualify for one or more of the following discounts: First Time Homeowner, New Home, New Roof (NC Only), loss free, or fire, burglar and water protective devices. By contacting an insurance consultant at toll-free 877-766-6222, you'll receive the security that comes with doing business with someone you trust.

### Specialty Property Coverages

Whether you need coverage for a vacation home, manufactured home, rental property or additional liability coverage, your AAA Insurance consultant can customize a program to meet your needs. We offer competitive rates for renters, manufactured homes, condominiums, personal articles, and umbrella policies. Call a consultant today at toll-free 877-766-6222 to review your needs.

### Home Protection Plan

Did you know that there are certain items not covered under your standard homeowners insurance policy? Let AAA Insurance help fill in the gaps with one or all of these additional protection services:

- Personal Umbrella Policies
- Home System Protection
- Service Line Protection
- Home Security
- Flood Insurance
- Disaster Mortgage Insurance
- Secondary/Seasonal Homes
- Accidental Death

### Life Insurance

AAA's solid commitment to service and excellence makes us the perfect choice as your life insurance provider. Our knowledgeable insurance consultants can help evaluate your present insurance needs and devise a plan that will provide you and your family with a lifetime of security. Products offered include:

- Term Life Insurance
- Whole Life and Universal Life products that build cash value
- Mortgage Protection Programs
- Guaranteed Issue Life Insurance available to members aged 45-75



## Individual Health Insurance

AAA offers a wide range of health plans which meet the requirements of the Affordable Care Act (ACA). Shopping for health insurance on the Marketplace website can be a complicated process. Our certified agents can help you select a plan that best fits your needs and determine if you qualify for subsidies.

## Specialty Coverages

- **Medicare Supplement (Medigap)** plans are available to individuals 65 or older who are on original Medicare.
- **Annuities** can be used as tax-deferred instruments, and the foundation for your overall financial plan. AAA offers a wide range of immediate and fixed deferred annuity products with competitive rates and multiple terms.
- **Travel Insurance** covers trip cancellation, baggage, personal accident and emergency evacuation. Travel Medical Insurance offers full medical coverage for those members who need additional protection while traveling abroad and for non-citizens coming into the U.S.

For more information on any of these products, call our insurance consultants at toll-free 877-766-6222.

## AUTOMOTIVE SERVICES

### AAA Car Care

In the Carolinas we have 34 AAA-owned Car Care locations that are ready to serve you for your vehicle preventative maintenance or repair needs. Our locations feature internet access, coffee bar and free ride-share options if you do not wish to wait on your vehicle during service. Our services and member benefits include:

- **Services:** Our locations can handle all of your vehicle maintenance and repair needs including oil changes, brakes, tires, A/C services, alignment and suspension, driveline, timing belts, cooling systems, belts and hoses, electrical systems and more!
- **Member Discounts:** AAA Members receive a 10% discount on labor capped at \$50 and a 2-year/24,000-mile warranty on all repairs – nationwide.
- **Full Transparency:** All of our locations offer you a free digital vehicle inspection with every service. This inspection includes photos, videos and technician notes regarding your vehicle's health and it is sent to you via text or email.

### Hours of Operation

**Monday–Friday: 7:30am–6:00pm, Saturday: 8:00am–4:00pm\***

To find a AAA Car Care location near you, call 800-720-0117 or visit [AAA.com/FindCarCare](http://AAA.com/FindCarCare)

\*Select locations may vary in hours of operation. Check your local Car Care for store details.

### AAA Vehicle Extended Warranty

Are you holding onto your current vehicle? AAA can help make sure you protect your purchase and your wallet from surprise repairs. Our Vehicle Extended Warranties feature:

- Customized mile and term coverage
- Disappearing deductible when repaired at a AAA Club Owned or AAA Approved Auto Repair facility.
- Plus, much more.

Visit us online at [AAA.com/ExtendedWarranties](http://AAA.com/ExtendedWarranties) or call 800-236-0543 to get further details on how we can help you.

### AAA Approved Auto Repair

The AAA Approved Auto Repair (AAR) program was created to provide members with referrals to automotive repair facilities that meet AAA's stringent standards for technical competence and customer service. These referrals come with the assurance that AAA will arbitrate in the event of a dispute between an Approved Repair facility and a member. AAA benefits include:

- Free Multipoint Vehicle Maintenance Inspection – On request, after paying for repair work done by an AAR facility, the member's vehicle will be inspected at no charge for items that most frequently contribute to roadside breakdowns. A written recommendation of any needed maintenance or repairs will be provided to the member upon pick up of the vehicle.
- Written Estimate – Members will receive a written estimate of the cost of all work to be performed on the vehicle. The cost of the work performed may not exceed the estimate by more than 10% unless authorized by the member in advance.
- Warranty – Unless specified in writing prior to the start of the work, all repairs (both parts and labor) are guaranteed for a minimum of 24 months or 24,000 miles, whichever comes first.
- Return of Parts – As evidence of work performed, all replaced parts will be returned to the member, provided that the member requested them at the time the vehicle was delivered for service. Parts that must be returned to the manufacturer under a warranty or exchange program are excluded, but must, on request, be available for inspection when the vehicle is picked up by the member.
- Discounts – Members receive a 10% discount on labor only, capped at \$50.00. Shuttle service or affordable rental cars are available. Member discount cannot be combined with additional offers at AAR facilities unless approved by the AAR owner.
- Dispute Resolution – AAA will investigate any dispute between the member and the AAR facility. AAA's resolution is binding on the facility, but the member is not bound by AAA's decision and may seek recourse through other avenues.

For service, visit [AAA.com/Repair](http://AAA.com/Repair) to find your closest AAR facility or call 800-AAA-HELP and the operator will tell you which facility is closest to you. All Approved Repair facilities are monitored continuously to ensure AAA's standards are met.

Discounts do not apply to insurance deductibles.

## AAA Branded Premium Vehicle Batteries

A battery you can trust from a name you already do! Don't need mobile service? AAA branded batteries are also available at most AAA Approved Auto Repair locations for purchase and installation by trained technicians – or you can visit a NAPA Auto Parts location and install it yourself. AAA Members receive up to a 16% discount off retail prices! For a Free Instant Battery Price Quote, visit [AAA.com/CarBatteryQuote](http://AAA.com/CarBatteryQuote).

For hours of operation or to schedule an appointment at a AAA Approved Auto Repair facility near you, visit [AAA.com/AutoRepair](http://AAA.com/AutoRepair).

## Fins Car Wash by AAA

Fins Car Wash is a superior, exterior-only car wash that provides customers with a fast service, an exceptionally clean car and a memorable experience that will keep you coming back. FINS is open to both AAA Members and non-members, but AAA Members receive exclusive discounts on single washes and monthly unlimited Fins Wash Club plans.

The Fins Car Wash experience includes:

- Four wash levels and monthly plans for you to pick your perfect wash
- Free vacuums, mat cleaners and towels at each visit for a clean car inside and out
- State-of-the-art equipment featuring a low-stress conveyor belt loading system, spot-free rinse and heated blowers

### Hours of Operation

**8am-8pm, 7 days a week**

To learn more and find your nearest Fins Car Wash location, visit [FinsWash.com](http://FinsWash.com).

## FINANCIAL SERVICES

### Auto and Home Loans

With auto and home loans through AAA, it's easy to apply for a new loan, or refinance an existing one. Compare costs, research pricing, and get a great rate – AAA Members receive special member pricing. Visit [AAA.com/AutoLoans](http://AAA.com/AutoLoans) and [AAA.com/HomeLoans](http://AAA.com/HomeLoans) to learn more and get started.

## SPECIAL SERVICES

### Traffic Safety

AAA Carolinas Traffic Safety Department steers you in the right direction through all stages of life. From our school safety patrol and teen driver education programs, to our driver improvement classes for adults and seniors, we care about your safety. For more information, visit us online at [AAA.com/Safety](http://AAA.com/Safety) or email [AAATrafficSafety@aaacarolinas.com](mailto:AAATrafficSafety@aaacarolinas.com).

### Driver Education Programs

Since its founding, AAA has provided safety education programs for the driving public. Our driver education classes emphasize safety. We offer classes to drivers of all skill levels. Our Approved Driving School Network helps parents and teens select the best driving school in their area. Experienced drivers who receive traffic tickets in NC, SC, or certain counties in VA may be able to attend a AAA Driver Improvement class for a reduced or dismissed ticket. Contact your county of citation for eligibility. Experienced drivers may also be eligible for reduced insurance premiums or driving record points by attending the course, contact your insurance provider for eligibility. To enroll or for more information, visit us online at [AAA.com/Safety](http://AAA.com/Safety) or contact us at [DriverTraining2@acg.aaa.com](mailto:DriverTraining2@acg.aaa.com) or call 866-659-1317.

### AAA Carolinas Traffic Safety Foundation

The AAA Carolinas Traffic Safety Foundation uses research, programs, and advocacy to engage and educate our members on traffic safety issues. Our number one goal is to make the roads safer for everyone in the Carolinas. The tax exempt Foundation accepts donations from both members and the public. To donate, or for more information please visit [AAA.com/Foundation](http://AAA.com/Foundation).

### Legislation

AAA Carolinas is active in local communities as well as in the legislatures of both states representing motorists and travelers.

### AAA Living Magazine

AAA helps members get more out of life's journey. *AAA Living* keeps members informed about member benefits and useful information regarding autos, homes, money, insurance and travel. Members can access this content at any time at [AAA.com/Living](http://AAA.com/Living).

### ProtectMyID®

Your AAA Membership now includes free ID theft protection powered by Experian® which includes credit monitoring, lost wallet protection, and fraud resolution support. Members receive Essential coverage (\$49 value) for free! Multiple coverage options available at [AAA.com/IdentityTheft](http://AAA.com/IdentityTheft).

## INTERNET SERVICES

### AAA Discounts Web Extension

Never miss AAA savings again while shopping and searching online. Add the AAA Discounts web extension to your web browser and receive alerts for relevant AAA deals. Add it today at [AAA.com/DiscountsExtension](http://AAA.com/DiscountsExtension). Available on desktop/laptop devices only.

### AAA.com

Think of AAA.com as our online branch office that is open to you all day, every day. Whether you need to make travel arrangements, purchase insurance or find advice on automotive services, [AAA.com](http://AAA.com) has it all.

### Roadside Assistance Requests

For those who would rather click a mouse than dial a phone, we offer you the capability to request road service via [AAA.com/Help](http://AAA.com/Help). Your service request will be automatically dispatched to the closest available contractor to get you on your way quickly. When you need assistance, just go to [AAA.com/Help](http://AAA.com/Help).

### Customer Service

Do you have a question about your member benefits but can't find the answer in this reference guide? Our website allows you to search for answers by keywords, or send an e-mail directly to our staff. We promise to respond to your e-mail promptly. Go to [AAA.com](http://AAA.com) and click the "Contact Us" link.

### AAA Vehicle Extended Warranty

Get your free Vehicle Extended Warranty quote. Our warranty can help protect you from surprise vehicle repairs. Visit us online for more information at [AAA.com/ExtendedWarranties](http://AAA.com/ExtendedWarranties).

### Online Insurance Quotes

Go online for free insurance quotes on everything from automotive to life insurance. You've worked hard for everything you have, so let AAA Insurance protect your dreams. AAA Members may be entitled to certain discounts. Let our agents get the best rate for you. See page 8 for details or visit us online at [AAA.com/Insurance](http://AAA.com/Insurance).

### Hotel and Restaurant Reviews

AAA Carolinas reviews top-rated hotels and restaurants in the Carolinas independently throughout the year. Before you plan your next trip, visit [AAA.com](http://AAA.com).

### AAA Mobile® App

Get your membership in the palm of your hands with the AAA Mobile app. Request roadside assistance with just a few taps, find discounts and the best gas prices wherever you go, and much more. Visit [AAA.com/Mobile](http://AAA.com/Mobile) or download at the App Store or Google Play.

### Buy Tires Online

Visit [AAA.com/Tires](http://AAA.com/Tires) for great prices on a wide selection of tire brands you know and trust like Michelin, BFGoodrich, and much more. We will ship your tires to any AAA Owned Car Care location of your choice in the Carolinas.

## FREQUENTLY ASKED QUESTIONS

For your convenience, we've answered some of the most common questions in this section. For a complete list of frequently asked questions, go online to [AAA.com](http://AAA.com) and click the "Contact Us" link.

### Is there a listing of all the AAA Carolinas locations?

A complete listing of AAA offices can be found at [AAA.com/Locations](http://AAA.com/Locations).

### How can I change my address?

To update your mailing information, you may call our Membership Department toll-free at 866-566-8635, online at [MyAAAMembership.com](http://MyAAAMembership.com), or you may send us your new information via e-mail through [AAA.com/Comments](http://AAA.com/Comments). Make sure to include your membership number, new address and a current e-mail address.

### How do I replace a lost membership card?

Please call 800-477-4222 with your name and membership number to request a new card. You may also request a card at [MyAAAMembership.com](http://MyAAAMembership.com). Please allow 7-14 business days to receive your replacement cards.

### Do I have to be with my vehicle when it is towed?

Because of questions of liability and the possibility of articles being stolen from unattended vehicles, AAA requires members to present their AAA Membership card and license to the driver upon arrival.

**How many tows do I get?**

The number of service calls you can receive depends on how many members are on your membership (page 2). An attempt will be made to notify the Primary Member when they are approaching, or have reached, the maximum call limit. Members who require service after the maximum allotted calls will be provided basic roadside assistance at a rate of \$55 (subject to change) plus mileage, payable to the driver at the time of service. Depending on services provided, additional charges may apply.

**Is any car I drive covered by AAA?**

Yes, AAA Membership covers the person, not the vehicle. You are covered in any car that you are driving or riding in, provided that it's an eligible vehicle. The Basic, Plus and Premier Memberships cover four-wheel passenger vehicles, including rental cars. The Plus/RV & Premier/RV Membership also covers motorcycles, motorhomes and dual-wheel pickup trucks. For more information, you can reach our Membership Representatives at 800-477-4222.

**What theme park tickets can I purchase from AAA?**

As a AAA Member, you can purchase discounted theme park tickets for Walt Disney World<sup>®</sup> Resort, Universal Orlando Resort, Busch Gardens Williamsburg, SeaWorld Orlando, Biltmore Estate, Dollywood and much more. Visit your local AAA branch or purchase your tickets online at [AAA.com/Tickets](http://AAA.com/Tickets).

**Where or how can I get a complete listing of all the discounts AAA offers?**

Visit [AAA.com/Discounts](http://AAA.com/Discounts) for complete details on all AAA Member offers.

**How do I submit for a refund for roadside assistance service expenses?**

Please submit digitally [here](#) or download and complete the form at the end of this document.

**These terms are effective as of June 1, 2022. These terms are subject to change at any time.**



Return completed form to  
AAA Carolinas  
P.O. Box 29600  
Charlotte, NC 28229  
Attn: Member Relations Dept.

Questions? Call us at 1-877-282-3682

**APPLICATION FOR REFUND OF ROADSIDE ASSISTANCE SERVICE EXPENSES**

*Requests must be submitted within 60 days from date of service.*

*Please complete entire form or refund may be delayed.*

Member's Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: Home (\_\_\_\_) \_\_\_\_\_ Work (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_

AAA Membership Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Date Service was Rendered \_\_\_\_\_ Time \_\_\_\_\_

Type of Vehicle: Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

Location of Disablement \_\_\_\_\_

Nature of Trouble:  Jumpstart Battery  Tire Change  Gas  Lock-out  Tow  Other

Please explain how you acquired assistance  Called AAA Office  Passing motorist called garage

Located nearest garage on your own  Called AAA garage direct  Police called nearest garage

If AAA's 24-hour toll-free hotline was *not* called, please explain why: \_\_\_\_\_

Were you driving or riding in the vehicle when it broke down?  Yes  No

Were you present when the service driver arrived?  Yes  No

Did you provide a valid AAA Membership card to the service driver?  Yes  No

Was your vehicle involved in an accident?  Yes  No (If "Yes," please attach copy of police report.)

Was your vehicle towed?  Yes  No

If "Yes," where was it towed? From \_\_\_\_\_ to \_\_\_\_\_

Approximate mileage vehicle was towed \_\_\_\_\_

Amount paid for Emergency Roadside Assistance only \$ \_\_\_\_\_

**(Please attach original paid receipt and retain a copy for your own records.)**

*Note: If your vehicle was involved in an accident and collision insurance was in force please submit your bill to the insurance company for reimbursement*

Additional comments: \_\_\_\_\_

Date \_\_\_\_\_ Member's Signature \_\_\_\_\_