



# MEMBERSHIP HANDBOOK



your complete guide to membership  
benefits and other Club services



## WELCOME TO AAA OREGON

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**T**hank you for choosing to become a AAA member. You now have access to all the benefits, services, and peace of mind enjoyed by over 53 million AAA/CAA members in North America.

Whether you're planning a family vacation or need assistance with a flat tire, AAA is always ready to help. And with more than 1,000 Service Centers across the United States and Canada, we're here when you need us.



Chances are, you already know the value of AAA's roadside assistance. But that's just the beginning! Your AAA card is your passport to a whole range of services.

Please take a few minutes to review all your AAA benefits and the many other services we offer. We are pleased to welcome you as a AAA member and look forward to serving you in the years ahead.

Your AAA membership card is your key to all we offer. Carry it with you for service at AAA Service Centers across the United States and Canada.

A handwritten signature in black ink, appearing to read "John Porter". The signature is stylized and cursive.

John Porter, President and CEO

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## AAA OREGON SERVICE CENTERS

### **BEAVERTON**

8555 SW Apple Way  
503-243-6444

### **BEND**

20350 Empire Boulevard, Suite A5  
541-382-1303

### **CLACKAMAS**

10365 SE Sunnyside Road, Suite 100  
503-241-6800

### **COOS BAY\***

1705 Ocean Boulevard SE, Suite A  
541-269-7432

### **CORVALLIS**

1550 NW Ninth Street, Suite 104  
541-757-2535

### **EUGENE**

983 Willagillespie Road  
541-484-0661

### **GATEWAY/SPRINGFIELD**

939 Harlow Road, Suite 100  
541-741-8200

### **GRANTS PASS**

1883 NE Seventh Street  
541-479-7829

### **HILLSBORO\***

7162 NE Cornell Road  
503-726-5900

### **LAKE OSWEGO**

6 Centerpointe Drive, Suite 100  
503-973-6555

### **MEDFORD**

1777 E. Barnett Road  
541-779-7170

### **NORTH COAST/WARRENTON\***

135 S. Highway 101  
503-861-3118

### **PENDLETON**

1729 SW Court Place  
541-276-2243

### **PORTLAND**

600 SW Market Street  
503-222-6900

### **ROSEBURG\***

3019 NW Stewart Parkway  
Suite 303  
541-673-7453

### **SALEM**

2909 Ryan Drive SE  
503-584-5200

### **WILSONVILLE\***

30020 SW Boones Ferry Road, Ste. 12  
503-570-0199

### **WOOD VILLAGE\***

22741 NE Park Lane, Suite G  
503-489-2842

A toll-free number is available for members who do not have a local AAA Service Center or who need to contact the Portland Administrative Offices: 1-800-452-1643

\*Some service offerings not available at this location. See AAA.com for complete list of services or call 1-800-333-9051.

**call** 1-800-333-9051  
**click** [www.AAA.com](http://www.AAA.com)  
**come in** to your local Service Center

# GENERAL DIRECTORY

## 24-HOUR NUMBERS

- Roadside Assistance
- In Portland Metro area ..... 503-AAA-6777
- Elsewhere in Oregon, United States, and Canada ..... 1-800-AAA-HELP

## MEMBERSHIP

- Address/Record Changes, Billing Questions ..... 503-222-6755  
or 1-888-422-2503
- New Membership Sales ..... 1-800-JOIN-AAA
- Contact us by email ..... [membership@aaaoregon.com](mailto:membership@aaaoregon.com)

## AUTOMOTIVE

- Approved Auto Repair ..... 1-800-452-1643
- AAA AutoSource LLC Car Buying Service ..... 1-877-503-4AAA
- Contact us by email ..... [aaaers@aaaoregon.com](mailto:aaaers@aaaoregon.com)

## INSURANCE

- New Policy Sales ..... 1-866-AAA-QUOTE  
(1-866-222-7868)
- Policy Changes/Information/Accident Claims & Reports ..... 1-866-222-4678
- Contact us by email ..... [insurance@aaaoregon.com](mailto:insurance@aaaoregon.com)

## TRAVEL

- Cruises & Tours ..... 1-800-529-3222
- Trip Planning & Reservations (Hotels, Motels, Resorts) ..... 503-222-6700  
or 1-800-333-9051
- Hertz Car Rentals ..... 1-800-333-9051 or 1-800-654-3080
- Travel Agencies ..... 1-800-529-3222
- Air Express Desk (Domestic Air Tickets) ..... 1-888-4-AAA-FLY
- Group Travel ..... 503-219-6272
- Passport Photos or International Driving Permits (Recording) ..... 503-222-6715
- Contact us by email ..... [travel@aaaoregon.com](mailto:travel@aaaoregon.com)

## Financial Services

- AAA Credit Card (Apply) ..... 1-866-665-3581
- AAA Credit Card Member Services (Existing Accounts) ..... 1-800-807-3068
- AAA Travel Money & Foreign Currency ..... 503-222-6763
- AAA Deposit Services ..... 1-888-204-8990
- Contact us by email ..... [financial@aaaoregon.com](mailto:financial@aaaoregon.com)

## SAVINGS & OTHER SERVICES

- Show Your Card & Save® ..... 1-877-222-7927
- Road/Weather Conditions ..... 503-222-6721 or 1-888-524-5561
- License & Title Information ..... 503-222-6787
- Special Services ..... 503-222-6787
- Government/Public Relations/VIA Magazine ..... 503-222-6729
- Traffic Safety ..... 503-222-6702
- Other Departments & Information ..... 503-222-6734

## ROADSIDE ASSISTANCE



### TO OBTAIN SERVICE: 1-800-AAA-HELP

Your AAA membership includes four roadside assistance calls each membership year. AAA Oregon (“the Club”) reserves the right to limit service, not renew a membership, or cancel a membership at any time.

Roadside assistance will be sent to the disabled vehicle without charge from the nearest AAA contract station. You may receive service on any eligible vehicle you are in at the time the vehicle becomes disabled by presenting your AAA card at the time of service. Members are expected to be with the vehicle at the time of service. **Please see the Roadside Assistance Details section on page 14 for additional information.**

*PLEASE NOTE: AAA services are generally provided by independent businesses under contract to AAA Oregon (except where service is provided by the Club-owned fleet). These independent contractors are not agents or employees of the Club. Any claim for damage to the property or person of the member should be filed with the facility that provided the service. At the request of a member, AAA Oregon will assist you in resolving complaints against independent contract facilities.*

### ROADSIDE ASSISTANCE BENEFITS

AAA Roadside Assistance is not intended as a substitute for proper maintenance of your vehicle. In fairness to all AAA Oregon members, the Club cannot render service repeatedly to a vehicle in need of repair.

Members requiring more than four road service calls during a membership year will be sent service but will be charged for the fifth and each subsequent call. Charges for additional calls will be at special AAA member rates. You will be billed by the Club. Failure to pay the surcharge may result in non-renewal or cancellation of your membership. For other limitations please see pages 14-15.

### ACCIDENT TOWING

If you are involved in an accident, simply notify AAA and a service vehicle will be dispatched to assist you in accordance with the towing and extrication provisions. If the service provider who arrives on the scene was not dispatched by AAA, or if you are unable to remain at the scene, you may apply for reimbursement consideration. AAA may subsequently seek reimbursement from insurance companies and/or repair facilities.



### AAA BATTERY SERVICE

AAA Battery Service provides a mobile, convenient testing and jump start service to get you going again. Our AAA Battery Service Technicians can safely and accurately diagnose your battery’s condition at your convenience. If your battery is dead, we will provide a jump start. If the vehicle will not start, towing will be provided. In some service areas the technician can install, at an additional cost to you, a new battery on site if you so choose.

AAA Battery Service includes:

- Battery and electrical system testing, at no additional cost
- Qualified technicians committed to distinguished member service and customer satisfaction
- An exclusive member price on a AAA-branded battery with a 3-year full replacement warranty valid throughout North America

If a AAA battery is purchased, the call will not count against your four call annual limit on roadside assistance calls.

Battery Service is available to all members, although battery purchase and installation may not be available in all locations. The cost of purchasing a new battery is the responsibility of the member. AAA Battery Service is generally provided by independent service providers. AAA batteries and battery warranties are provided by Club Assist U.S. LLC. AAA batteries are available for most vehicle makes and models. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply.

## EMERGENCY TOWING

We will attempt to start your eligible vehicle and get you on the way. If attempts to start your vehicle are unsuccessful and your vehicle is unable to safely proceed under its own power, towing service will be provided:

- Back to the station providing towing service or any point of your choice along the direct return *or*
- To any point of safety within the city of the station providing towing service *or*
- To any point of safety within a three-mile radius of the breakdown.



## EXTRICATION/WINCHING

When a vehicle becomes stuck and can be safely reached from a normally traveled roadway, service will be provided by one truck and driver using normal automobile servicing equipment. When necessary, more operators or equipment will be provided at your expense. If the vehicle cannot be safely driven after winching, it may be towed.

## FUEL DELIVERY

When a vehicle runs out of fuel, an emergency supply of fuel will be delivered to the member's disabled vehicle enabling the member to reach the nearest service station, or the vehicle will be towed to a facility where fuel is available. The Club cannot guarantee specific brands, octane ratings, or the availability of diesel fuel. If the vehicle will not start, towing may be provided. AAA Basic Members will be charged for fuel at current pump rates.

## AUTO LOCKOUT SERVICE

If your keys are locked in the passenger compartment of the vehicle, the service technician will attempt to gain access. If the vehicle cannot be opened, it may be towed. If your keys are locked in the trunk, lost, broken, or the service provider cannot gain entry, AAA locksmith service or, if unavailable, reimbursement of up to \$50 will be provided. *See Reimbursement for Alternate Service on page 15 for additional details.*

## MECHANICAL FIRST AID

Service covers minor adjustments (not requiring parts, materials, or supplies) that may enable your vehicle to safely proceed under its own power. If the adjustments do not make the vehicle operable, towing will be provided. Minor adjustments do not include the purchase and/or installation of parts (starters, alternators, etc.)

## TIRE SERVICE

A flat tire will be inflated or replaced with your spare tire. If you do not have a spare, towing will be provided. *See Roadside Assistance Details on page 14 for additional details.*

## BICYCLE SERVICE

AAA Oregon provides bicycle service to all membership levels. Bicycle service benefits and exclusions are different in several important ways than service benefits and exclusions for automobiles (or motorcycles which are only covered under AAA Plus or AAA Premier). Bicycle transportation service is counted towards your four roadside assistance service calls per member, per membership year. Bicycle service is provided only within the AAA Oregon/Idaho coverage area, which includes Oregon and the southern 34 counties of Idaho. *(Other details and limitations apply, see pages 14 and 15.)*



### *Eligible Bicycles*

Service applies to all bicycles and tandems, including rental bicycles and bicycle trailers, if service can be safely delivered using normal servicing equipment.

### *Bicycle Repair*

Service Vehicles are not equipped to repair a member's bicycle or change a flat tire; however, transportation for your disabled bicycle will be provided subject to the terms discussed herein.

### *Coverage to Bicycle Rider Only*

Bicycle transportation service is provided only for the rider whose bicycle is disabled or inoperable.

### *To Obtain Service*

A Roadside Assistance vehicle will be sent to the eligible disabled bicycle without charge from

the nearest AAA contract station. Bicycle coverage applies to any eligible bicycle you are riding at the time the bicycle becomes disabled. Simply present your valid AAA card at the time of service. Members are expected to be with the bicycle at time of service.

#### **Disabled or Inoperable Bicycle**

Coverage is provided to a member whose bicycle has become disabled or inoperable. If transportation of your disabled bicycle is required, service will be provided:

- Back to the station that dispatched transportation service or any point of choice along the direct return route *or*
- To any point of safety within the city of the station providing transportation service *or*
- To any point of safety within a 3-mile radius of the bicycle breakdown.

See *Roadside Assistance Details* on page 14 for additional details.

## OTHER MEMBER SERVICES

### ACCIDENT AWAY FROM HOME EXPENSE

In the event a member's passenger automobile is disabled as a result of a collision, fire, theft, or vandalism, AAA will reimburse you up to a total of \$200 for certain unexpected expenses:

- Meals and lodging while your car is being repaired *or*
- Car rental from a licensed rental agency so that you can continue your trip or return home *or*
- Commercial transportation to your destination on a licensed common carrier of passengers.

The disablement of the vehicle must occur 50 miles or more from your home. The member must be with the vehicle at the time of disablement. Mechanical failures do not qualify. Reimbursement will be made for the largest single expense incurred by you and your traveling companion from the three different types of reimbursable expenses listed above. Reimbursement applies only to expenses incurred during the first three days following the disablement of the vehicle. For more information, contact the Special Services Department at 503-222-6787 or 1-800-452-1643, ext. 6787.



### \$1,000 THEFT REWARD

AAA membership offers protection of \$1,000 for information leading to the arrest and conviction of any person(s) stealing a vehicle registered in the member's name. Reward claim must be submitted within 60 days of conviction. Law enforcement officers, the member, and the member's family are ineligible to receive the reward. Commercial vehicles and motorcycles are not covered.

### REIMBURSEMENT OF ATTORNEY'S FEES

Your AAA Club is ready to assist you in your defense against a moving traffic violation you believe is unjust. Reimbursement for defense of attorney fees is made if you are arrested and tried for a motor vehicle violation received while driving a private passenger vehicle. **YOU MUST DENY THE CHARGE AND APPEAR WITH YOUR ATTORNEY AT THE TIME OF TRIAL TO BE ELIGIBLE.**

AAA membership entitles you to reimbursement of attorney's fees in amounts not exceeding those listed in the schedule of payments. The amount of reimbursement is not intended to fix the fee charged by an attorney to defend you in court. This is a matter to be discussed between you and the attorney of your choice. You will choose your own attorney to conduct your defense.

### WHAT REIMBURSEMENT COVERS:

1. For defense in negligent homicide or manslaughter cases,
 

not exceeding .....	\$500
If appealed, not more than an additional .....	\$500
TOTAL .....	\$1,000
2. For defense of reckless driving (but not applicable when charged with DUI), not exceeding .....
 \$100 |
- If appealed, not more than an additional.....
 \$100 |

TOTAL .....\$200

If appealed, not more than an additional .....\$100

TOTAL .....\$200

3. For defense of moving traffic violations, such as failure to yield right of way, speeding, driving through traffic signals, etc., not exceeding .....\$75

If appealed, not more than an additional .....\$75

TOTAL .....\$150

When more than one charge results from a single incident, reimbursement will be made for the trial charge calling for the largest payment. For more information, call 503-222-6787 or 1-800-452-1643, ext. 6787.

No reimbursement will be made for crimes or offenses involving driving while under the influence of intoxicating liquors, drugs or narcotics, failure to appear on prior traffic violations, driving on a suspended or revoked driver's license, failure to perform the duties of a driver, hit-and-run, failure to present evidence of insurance, illegal use or falsification of license or registration, attempt to elude or eluding a police officer; equipment violation or any unlisted felony; for payment of fine or bail forfeiture; for defending personal injury or property damage suits (the defense of such cases should be covered by the member's own automobile policy); or after license has been suspended for failure to appear for the hearing at the time and place fixed by the court. Motorcycles and commercial vehicles are excluded from coverage.

*PLEASE NOTE: AAA membership is not a contract of insurance.*

## AAA PLUS

There's a way to make your AAA benefits even stronger. AAA Plus is an optional plan that, when added to your Basic membership, gives you even more of AAA's valuable protection. See the Plus application or call your local Service Center to upgrade. AAA Plus gives you all the benefits of primary membership including these extended services:

### UP TO 100 MILES OF TOWING

AAA Plus extends the Basic AAA towing benefits by providing up to 100 miles of towing in any direction from the point of disablement to a destination of the member's choice.

### BICYCLE SERVICE

AAA Plus extends the Basic bicycle service benefits by providing up to 100 miles of bicycle transportation service in any direction from the point of disablement to a destination of the member's choice. Bicycle transportation service is counted towards your four roadside assistance service calls per member, per membership year.

### UP TO \$100 FOR LOCKSMITH SERVICE

AAA Plus extends your present AAA locksmith service to a total of \$100 in parts and labor if such service is required either to gain access to the passenger compartment of the vehicle, to remove keys from the trunk, or to make the eligible vehicle drivable.

### EXTENDED EXTRICATION SERVICE

AAA Plus extends your present Basic coverage to include the service of a second operator and second truck for one hour. If the vehicle is inoperable after extrication, the extended towing benefit will apply.

### ACCIDENT AWAY FROM HOME EXPENSE

In the event a AAA Plus (or Plus RV) member's eligible vehicle is disabled as a result of a collision, fire, theft, or vandalism, AAA will reimburse you up to a total of \$500 for certain unexpected expenses:

- Meals and lodging while your car is being repaired *or*
- Car rental from a licensed rental agency so you can continue your trip or return home *or*
- Commercial transportation to your destination on a licensed common carrier of passengers.

The disablement of the vehicle must occur 50 miles or more from your home. The member must be with the vehicle at the time of disablement. Mechanical failures do not qualify.

Reimbursement will be for the largest single expense incurred by you and accompanying spouse from the three different types of reimbursable expenses listed above. Reimbursement applies only to expenses incurred during the first five days following the disablement of the vehicle. Reimbursement claims must be submitted within sixty (60) days of accident. For more information, call 503-222-6787 or 1-800-452-1643, ext. 6787.

### UP TO \$2,000 IN LEGAL REIMBURSEMENT

AAA Plus extends your present membership up to the following limits for reimbursement of attorney's fees for defense of vehicle-related charges to which you plead not guilty and appear at trial with your attorney in defense of such charges. AAA Plus covers any Plus Member who is driving a vehicle eligible for service under AAA Basic membership at the time such charges are incurred. Charges covered under this benefit are listed below and include reimbursement for appeal. When more than one charge results from a single incident, reimbursement will be made for the trial charge calling for the largest payment.

1. For defense in negligent homicide or manslaughter cases, not exceeding.....	\$1,000
If appealed, not more than an additional .....	\$1,000
TOTAL .....	\$2,000
2. For defense of reckless driving (but not applicable when charged with DUI), not exceeding.....	\$200
If appealed, not more than an additional .....	\$200
TOTAL .....	\$400
3. For defense of moving traffic violations, such as failure to yield right of way, speeding, driving through traffic signals, etc., not exceeding .....	\$150
If appealed, not more than an additional.....	\$150
TOTAL .....	\$300

No reimbursement will be made for crimes or offenses involving driving while under the influence of intoxicating liquors, drugs or narcotics, failure to appear on prior traffic violations or driving on a suspended or revoked driver's license, failure to perform the duties of a driver, hit-and-run, failure to present evidence of insurance, illegal use or falsification of license or registration, or attempt to elude or eluding a police officer; equipment violation or any unlisted felony; for payment of fine or bail forfeiture; for defending personal injury or property damage suits (the defense of such cases should be covered by the member's own automobile policy); or after license has been suspended for failure to appear for the hearing at the time and place fixed by the court. Motorcycles and commercial vehicles are excluded from coverage. For more information call 503-222-6787 or 1-800-452-1643, ext. 6787.

### \$300,000 IN TRAVEL ACCIDENT INSURANCE

AAA Plus includes up to \$300,000 in coverage for loss of life or limb when traveling by scheduled airline, ship, bus, or train when common carrier tickets are purchased through any AAA Travel Agency. The same coverage applies when traveling in a rental car arranged by AAA in connection with your scheduled airline or other common carrier travel purchased through AAA.

### \$2,000 THEFT REWARD

AAA Plus extends your present Basic membership to include \$2,000 for information leading to the arrest and conviction of any person(s) stealing a vehicle registered in the member's name. Reward claims must be submitted within 60 days of a conviction. Law enforcement officers, the member, and the member's family are ineligible to receive this reward. Commercial vehicles and motorcycles are not covered.

### AAA TRAVEL GUIDES AND MAPS

The AAA-published edition of *The Europe TravelBook*, and AAA-published maps of Europe are available to AAA Plus members at no additional charge.

### MOTORCYCLE COVERAGE

AAA Plus coverage includes motorcycles licensed for use on public roads. *All other roadside assistance details and limitations apply.*

## AAA PLUS RV

AAA Plus RV coverage can be added as an option to AAA Plus. When you need roadside assistance service for personal use of state licensed recreational vehicles including a motor home, travel trailer, pickup with camper, or a small trailer, horse trailer, boat trailer no longer than 26 feet in length used when transporting personal watercraft, snowmobiles, or motorcycles, or other state licensed recreational vehicle.

To upgrade to AAA Plus RV, call 1-800-JOIN-AAA, visit AAA.com or stop by your local Service Center. Please note, \$24 of the annual AAA Plus RV dues are non-refundable if you cancel your membership.

*All other roadside assistance details and limitations apply.*

## AAA PREMIER

AAA Premier Members receive extended benefits beyond those in the Basic and Plus Membership levels. For complete details, see the AAA Premier Membership Handbook, AAA.com/Premier or call your local Service Center to upgrade. AAA Premier gives you all the benefits of AAA Plus, and also includes the following:

### 200 MILE TOW\*

AAA Premier Members receive four roadside assistance service calls per member, per membership year, one of which can be a tow of up to 200 miles. The remaining three tows available are up to 100 miles each. This benefit is different than that provided under AAA Plus. *PLEASE NOTE: Vehicles covered under Plus RV are not eligible for the 200 mile tow.*

### BICYCLE SERVICE

AAA Premier extends the AAA Plus bicycle service benefits by providing one instance of bicycle transportation service of up to 200 miles, while the remaining three are up to 100 miles of bicycle transportation service in any direction from the point of disablement to a destination of the member's choice. Bicycle transportation service is counted towards your four roadside assistance service calls per member, per membership year, including the one 200 mile tow (for example, one instance of bicycle transportation service between 101-200 miles in length will be offered in lieu of an automobile tow of comparable length).

### HOME LOCKOUT REIMBURSEMENT\*

Each AAA Premier Member household is eligible to receive up to a \$100 reimbursement for home lockout assistance (one per membership household, per membership year).

### EMERGENCY BREAKDOWN RENTAL CAR PROGRAM\*

Premier members whose vehicle is inoperable after receiving breakdown service from AAA are eligible for a complimentary day's rental car. The rental may be compact to full-size.

Service must be provided by Hertz, AAA's preferred rental car provider, and arranged through AAA Oregon. This benefit is offered only at participating Hertz locations in the United States and Canada. The member is responsible for any additional days, upgrades, vehicle insurance, mileage and fuel, and any other charges, fees and taxes which may apply.

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

### TRAVEL ASSISTANCE CONCIERGE SERVICE\*\*

*Services are available only during 'covered travel'.*

As a AAA Premier Member, you have instant access to a host of travel services when traveling domestically or internationally. By calling the toll-free AAA Premier Services telephone number, you can obtain information such as:

- Restaurant and spa recommendations and services
- Gift basket and floral delivery
- Golf tee times and reservations (subject to availability)
- Event tickets
- Tour information
- Business services

The Premier Membership includes concierge services which are service benefits, not financial benefits. Any costs associated with services are paid by the member.



## 24-HOUR GLOBAL TRAVEL EMERGENCY ASSISTANCE\*\*

*Services are available only during 'covered travel'.*

As a AAA Premier Member, you can rest easy every time you are traveling domestically or on an international vacation. If you have an emergency while 100 miles or more from your primary residence – within the United States or internationally – you may call for Emergency Travel and Medical Assistance 24 hours a day, 365 days a year.

This service provides access to such things as:



- Medical Referrals
- Lost Ticket and Baggage Assistance
- Emergency Airline and Hotel Reservation
- Legal referrals
- Money transfers

The Premier Membership includes access to emergency travel assistance which are service benefits, not financial benefits. Any costs associated with services are paid by the member.

## TRAVEL INSURANCE TRIP INTERRUPTION\* AND VEHICLE RETURN COVERAGE\*

*Covered person must be at least 100 driving miles from home when incident occurs.*

AAA Premier Trip Interruption and Vehicle Return Coverage benefits provide members greater peace of mind when driving 100 miles or more from home. If your trip is delayed due to an Accident, mechanical breakdown, car theft, unexpected Illness or Injury, natural disasters or severe weather, you can be reimbursed up to \$1,500 for covered out-of-pocket expenses, including meals and Accommodations; and/or Substitute Transportation to continue your trip. You can be reimbursed up to \$500 to help you get your car back home if an unexpected Illness or Injury prevents you from completing your trip.

*Insurance coverage is underwritten by BCS Insurance Company under Form no. 50.233B.*

## HERTZ #1 CLUB GOLD® MEMBERSHIP

AAA Premier Members receive a fee-waived Hertz #1 Club Gold® Membership which gets them on their way even faster:

- Speed and Expedited Service - At many of the world's busiest airports, there's no stopping at any counters. And, at more than 1,000 other locations around the world, simply go to the specially designated Gold counters, show your driver's license, pick up your keys, and you're on your way.
- Selection - Reserve a specific make and model on popular vehicles at major U.S. airport locations in select vacation locations.

Premier Members will continue to enjoy their Hertz #1 Club Gold® membership at no extra charge in subsequent years (this benefit is subject to change without notice).

## DOMESTIC AIRLINE TICKET PROCESSING FEE DISCOUNT

AAA Premier Members will receive a lower processing fee when booking air tickets through the AAA Oregon Travel Agency. At least one of the travelers must be a Premier member. Limit to four travelers per booking.

## COMPLIMENTARY PASSPORT PHOTOS

AAA Premier Members receive complimentary passport photos at select AAA Service Centers. One set (2 photos) per Premier member per year. In addition many travelers obtain extra photos for identification purposes, or for visa applications required by many foreign countries. Passport information and applications are available at most AAA Service Centers.

*This is a summary of the many services AAA Premier members receive. For further information, see the Premier Membership Handbook. You can also visit us online at [www.AAA.com/Premier](http://www.AAA.com/Premier).*

*\*Certain restrictions and limitations may apply. Please see the "Terms & Conditions" section of the Premier Membership Handbook for complete benefit details.*

*\*\*AGA Service Company is the administrator for this plan.*

## ASSOCIATE MEMBERSHIP

You may include other members of your household in your membership for an additional fee. An Associate Membership provides AAA services to the Primary Member's spouse or one other adult household member residing at the same address and any unmarried children age 22 and under living at home (including those away at school).



## JUNIOR MEMBERSHIP

Provides AAA service to the Primary Member's children, even if they are a passenger in someone else's car (ages 15 and under). Cost is per child. Junior Membership converts to Associate at age 16.

## APPROVED AUTO REPAIR



AAA's network of approved facilities have met and maintained AAA's tough performance standards while providing reliable and courteous service. Highly qualified automotive technicians have earned certification by the National Institute for Automotive Service Excellence or an equivalent certification.



As a AAA member, you are guaranteed more than just quality auto repair. When you sign your first repair invoice at an Approved Auto Repair facility, you are entitled to a complimentary maintenance inspection, a written estimate, and a 12-month or 12,000-mile warranty for parts and labor. Contact your local AAA Service Center, call 1-800-452-1643 or visit [AAA.com](http://AAA.com) for facility locations in your area.

## A MEMBERSHIP TO MEET YOUR NEEDS...

	Basic	Plus & Plus RV	Premier
Eligible Vehicles	Four-wheel motor driven passenger vehicles.*	Plus includes motorcycles.†† Plus RV includes motor homes, travel trailers & other small trailers.**	Includes motorcycles.**
Towing	Any point en route to service provider or any safe point within the service provider's city.†	Up to 100 miles in any direction at no charge.‡	Three tows up to 100 miles and one tow up to 200 miles. Vehicles covered under Plus RV are not eligible for the 200 mile tow.**
Bicycle Service	Bicycle Service is available to all membership levels. Service applies to all bicycles and tandems, including rental bicycles and bicycle trailers.◇		
Dead Battery & Tire Change	A battery jump will be provided in an effort to start your vehicle. A flat tire will be inflated or replaced with your spare tire. If the vehicle will not start or you do not have a spare tire, towing will be provided.		
Fuel Delivery	Provides sufficient fuel to reach the nearest service station. Fuel will be charged at current pump prices.	Provides sufficient fuel to reach the nearest service station free of charge.	
Lockout Service	Locksmith services to gain access to vehicle (limited to \$50 reimbursement if AAA service is unavailable).	Same vehicle lockout services as Basic but with a \$100 reimbursement limit.	Same vehicle lockout services as Plus. One Home Lockout Reimbursement up to \$100 per household, per year.**
Extrication/Winching Service	Removal of stuck vehicle by a single truck and operator.†	Basic coverage plus a second truck and operator for one hour if required.‡	
Emergency Check Acceptance	Use your personal check for up to \$250 at AAA service facilities to cover emergency repairs or emergency services not covered by your membership.		
Mechanical First Aid	Covers minor adjustments (not requiring parts, materials, or supplies) that may enable your vehicle to safely proceed under its own power. If adjustments do not work, towing is provided.		
Alternate Service	If AAA service is not available, you may obtain your own service and submit the original receipt for reimbursement consideration.		

\*See page 14 for details

\*\*See page 9 for details

†See page 4 & 5 for details

◇See pages 5 & 6 for details

‡See page 7 for details

†† See page 8 for details

††See page 11 for details

††† See page 6 for details

AAA offers different membership options designed to meet your needs and those of everyone in your household. You may upgrade or add an associate to your membership at any time.

	Basic	Plus & Plus RV	Premier
Accident Away from Home Expense	Same benefit as Plus, with a limit of \$200 and three days.†††	Reimbursement for certain expenses if your vehicle is disabled on a trip as a result of collision, fire, theft or vandalism—up to \$500 for a maximum of five days.‡	
Trip Interruption Coverage	Not included.	Not included.	Reimbursement up to \$1,500 for covered expenses including meals and accommodations, or for substitute transportation to continue your trip.**
Theft Reward	\$1,000 reward for information leading to the arrest and conviction of anyone stealing a member's vehicle.†††	Same benefit as Basic but with a \$2,000 reward.‡‡	
Reimbursement of Attorney's Fees	Reimbursement if you are unjustly charged with a traffic violation—up to \$1,000.†††	Reimbursement up to \$2,000 if you are unjustly charged with a traffic violation.‡	
Approved Auto Repair	Statewide locations for auto repair, auto body repair, detailing, motorcycle repair and watercraft shops.		
International Travel Maps	Basic selection of travel maps.	Extended selection of international travel maps.	
International Travel Guides, Passport Photos	Available at a reduced price for members.	Europe AAA TravelBook® & AAA Europe maps available at no extra cost.	One complimentary set (2 photos) of Passport Photos per member, per year.††
AAA Maps, TourBooks®	Available to all members at no extra charge.		
Travel Accident Insurance	Not included.	Up to \$300,000 when travel arrangements are purchased at a AAA Travel Agency.‡‡	
TripTik® Routings	TripTik® and Internet TripTik® routings are available to all members.		
Travel Wallet	Foreign currency and pre-paid travel money cards, available for purchase by all members.		
Notary Service	Available by appointment at participating Service Centers.		
Show Your Card & Save®	Worldwide, local, & national discounts available to all members.		

## ROADSIDE ASSISTANCE DETAILS

AAA Oregon (“the Club”) reserves the right to limit service, not renew a membership, or cancel a membership on a prorated basis.

### ELIGIBLE VEHICLES

Service applies to all licensed, four-wheeled motor-driven passenger vehicles (including rental and commercial vehicles) if those services can be safely delivered with normal automobile servicing equipment, including sling, wheel lift devices, flatbed car carriers, and dollies.

Dual-wheel campers/motor homes are eligible for lockout, fuel delivery, and jump start services only. Dual-wheel unloaded pickup trucks are eligible for all services except tire service. Taxicabs, sprinter vans, box vans, and limousines are excluded from coverage.



### BENEFITS FOR VEHICLES DO NOT INCLUDE

- More than one tow per disablement.
- Reimbursement for towing ordered by the police or other proper entity because a vehicle is illegally parked or impounded due to a violation of a state or local ordinance.
- Attaching or removing tire chains.
- Loss of traction due to weather conditions when the eligible vehicle is otherwise operable.
- Seasonal changing of studded or snow tires.
- Shoveling snow or extricating vehicles from snow in driveways or parking lots.
- Towing to or from junk yards or salvage lots.
- Rotating tires.
- Parts and tires.
- Service where we or our contractor deem a road is not safely passable due to snow or obstructions such as slides, fallen trees, flood, etc.
- Service to any vehicle that has become disabled, wrecked, or stuck if it was intentionally driven off or away from a normally traveled road, street, or driveway; such as onto a vacant lot, yard, field, creek, river bed, beach, logging or Forest Service road. Exception is made where there is a posted detour around a normally traveled roadway.
- Service to unattended vehicles.
- Roadside assistance to a member who appears unable to safely operate his/her vehicle.
- Storage or repair costs.
- Cost of providing alternate transportation. *See Accident Away From Home on page 7.*

### ELIGIBLE BICYCLES

Service applies to all bicycles and tandems, including rental bicycles and bicycle trailers, if service can be safely delivered using normal servicing equipment.

### BENEFITS FOR BICYCLE SERVICE DO NOT INCLUDE

- Reimbursement for impounding ordered by the police or other proper entity because a bicycle was impounded due to a violation of a state or local ordinance.
- Service off of normally traveled roads or streets. If bicycle breakdown occurs away from a normally traveled road or street, such as on a field, creek, river bed or beach, or logging or Forest Service road, service will only be provided if the bicycle can be moved by the member to a normally traveled road.
- Service to unattended bicycles.
- Storage or repair costs.
- Parts and tires.
- More than one transportation per disablement.

- Cost of providing alternate transportation.
- Fatigue and physical inability to continue with ride. Exception may apply for an injury that occurred as a result of a bicycle accident.
- Rendering mechanical first aid or changing of a flat tire.
- Rendering service to break or cut a lock on a secured bicycle.
- Service where we or our contractor deem a road is not safely passable due to snow or obstructions such as slides, fallen trees, flood, etc.
- Accident Away From Home Expense, Trip Interruption and Vehicle Return, Emergency Breakdown Rental Car Program, and Theft Reward do not apply to bicycle coverage.

Since Bicycle Service is only provided in the AAA Oregon/Idaho coverage area, which includes Oregon and the southern 34 counties of Idaho, reimbursement is not available when service is provided outside the AAA Oregon/Idaho coverage area.

**UNUSUAL OR EXTREME WEATHER OR ROAD CONDITIONS**

Snow, unusual or extreme hot or cold weather, heavy rainfall, and unusually heavy traffic can sometimes cause service delays. Under these conditions, the Club reserves the right to delay some services until the extreme demand for service is over.

**MEMBERSHIP CARD**

The card can be used only by the person whose name is on the card. It is not transferable. If you cannot present a valid, current AAA card to the service driver, there will be a charge for the service.



**PAYING BY CHECK**

As a AAA member, you can use your personal check for up to \$250 at AAA service facilities to cover emergency repairs or emergency services not covered by your membership. A valid driver's license and membership card will be required for identification.

**REIMBURSEMENT FOR ALTERNATE SERVICE**

You will save by calling AAA and following the procedures listed in the benefits section of this guide before utilizing alternate service. AAA reserves the right to adjust refunds in accordance with AAA contract rates.

If you have followed these procedures and AAA service is not available, you may obtain your service and submit the original receipt to AAA within 60 days.

Reimbursements will be based on the prevailing commercial rate for the region where the vehicle was disabled. For lockout reimbursement, see information under Lockout Service. If you do not have your card, and membership cannot be verified, reimbursement will be provided at contract rates. In instances where the AAA contractor's access is restricted (toll roads and limited access highways), reimbursement will be provided.



*See Membership Expiration Policy on page 23 for information about dues, billing and card issuance.*

## AAA INSURANCE AGENCY



AAA Insurance Agency offers a wide variety of insurance, including auto, home, life, motorcycle, boat, trailer, RV, and collector cars.

AAA members may be eligible for special member discounts, multi-policy, safe driver, good student discounts and more. Call 1-866-222-7868 (1-866-AAA-QUOTE), stop by your local Service Center or visit AAA.com for a no-obligation insurance comparison.\*

- **Automobile Insurance**—AAA sells coverage as an agent for leading writers of auto insurance. Our agents are licensed and trained to help you select the coverages to suit your circumstances. Call your local AAA Service Center for a rate comparison.
- **Renters/Homeowners Insurance**—Whether you're renting or own your home AAA has coverage available to protect your structure and/or your contents.
- **Motorcycle Insurance**—Whether you are a daily commuter or weekend rider, AAA understands your passion and can assist you with the right coverage.
- **Recreational Vehicle Insurance**—If you own a motor home, boat, travel trailer, or mobile home, you can count on AAA for a broad range of insurance protection for your recreational vehicle.
- **Life Insurance**
- **Collector Cars**—If you own an antique, classic or collectible car, boat or motorcycle, you can also insure these collector vehicles through AAA Insurance Agency.
- **Trip Cancellation, Accident, and Baggage Insurance**—When you travel for business or pleasure, we can provide you with the following:
  - Trip cancellation insurance. Reimburses for the non-refundable portions of travel expenses that result from cancellations due to illness or injury.<sup>†</sup>
  - Accident insurance. Pays benefits for any accidents resulting in personal injury or death and will pay medical and hospital expenses.<sup>†</sup>
  - Baggage insurance. Reimburses you for loss, damage, or theft of your baggage.<sup>†</sup>



Information on types of coverage is available through your AAA Service Center. AAA Oregon is compensated by and represents the carrier in insurance transactions.

*\*AAA Oregon/Idaho is not an insurance company and offers insurance solely as an agent for various insurance companies through its subsidiary, Automobile Association Agency. Further information as to those other companies will be provided upon request and when AAA provides an insurance quote. Discounts are subject to qualification and may vary by insurance company and type of insurance coverage.*

*<sup>†</sup>Certain restrictions apply. Please see policy for full explanation of coverage.*



# AAA TRAVEL AGENCY



Travel planning is fast and easy with AAA Travel. You can do it all in one convenient place. Arrange for your cruise, tour, hotel or resort, air and train tickets, car rental, international driving permit, passport photo, travel money and more.

We have connections all over the world. Whether you prefer independent travel or look forward to a tour, cruise or reunion, our travel experts work to please you and bring extra value to your trip. For personal assistance, call 1-800-529-3222 or stop by your local AAA Travel Agency. Ask to speak with a travel agent.

- **Member Discounts on Cruises and Tours**—AAA partners with select travel suppliers and cruise lines with a proven reputation for excellence. In cooperation with our partners we are able to offer valuable discounts and extra AAA member benefits on many cruises, tours and vacation packages.
- **Escorted and Independent Tours**—Wherever you go, your AAA Travel Agent can provide you with sightseeing tips so that you can explore on your own or pre-arrange guided tours.
- **Groups**—If you're thinking about a reunion with friends or family, or arranging group travel for a club, organization, or business incentive, our specialists help organize and simplify the trip planning process for you.
- **Air Tickets**—For a fast connection to airline tickets within the USA and Canada, simply call our Air Express Desk at 1-888-422-2359 or book online at AAA.com.
- **Online Travel at AAA.com**—If you enjoy hands-on travel planning or the added convenience of all-hours access to travel information, visit us online at AAA.com. Research or book hotels, car rentals, air travel, cruises and vacation packages. It's there for you every hour, every day.



*AAA recommends that you always protect your investment with third-party travel insurance and make your travel purchases with a credit card. In the event that a travel supplier is unable to fulfill service, you may have more rights as a credit card customer than you would by paying with cash or a check.*

*PLEASE NOTE: AAA offers vacation planning and reservation services acting as an agent for the travel supplier (e.g. airline, cruise line, etc.).*



## AUTO TRAVEL SERVICES



Now you can get the kind of travel convenience and protection you've always wanted. Our personalized auto travel service makes your trip worry-free. AAA can help you plan your itinerary, make your reservations, even plot your routes with our exclusive TripTik® maps. All it takes is a phone call or a visit to your nearest AAA Service Center.

AAA is committed to helping you make your travels and travel planning as smooth and easy as possible. We publish more than 300 million maps, travel guides, TourBook® guides, and other publications to help you get where you're going and enjoy yourself more once you get there.

### TRIPTIK® ROUTINGS

AAA can make your car trip a breeze with a personalized TripTik® routing for any location in the United States or Canada. Easy to follow and easy to carry, it will guide you along mile by mile and get you to your destination with no hassles. Whether you want to travel the quickest or the most scenic route, your TripTik® gives you a clearly marked path to follow. It also contains valuable information about mileage, local attractions, optional routes, driving times, tolls, regional details, and a lot more. Construction sites and detours are noted to reduce unexpected surprises. With just 7 days advance notice you can order a TripTik® by mail, phone, in person, or at AAA.com. Call us at 1-800-222-1768 for assistance.

### TOURBOOK® GUIDES AND MAPS

Using AAA TourBooks® helps you enjoy the sights along the way, as well as at your final destination. These books provide valuable information about points of interest and approved accommodations throughout the United States and Canada. Also included are listings of more than 2,000 major attractions throughout the United States and Canada that offer special discounts to AAA members.

Because our TourBooks® are updated annually, you get current information on tourist attractions (including operating hours and fees), historical sketches, points of interest, detailed motorist maps of cities, and lists of AAA-inspected hotels, resorts, and restaurants. They allow you to travel "first class" on a budget you can afford. Where indicated, AAA accommodation rates are guaranteed for the duration of the current TourBook® edition.

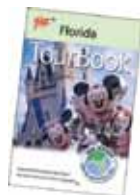
AAA maps and TourBooks® are famous for their detail and accuracy, and they're available at no additional charge to members. Stop by your local Service Center or visit AAA.com to pick up your complimentary maps and TourBooks®.

### APPROVED ACCOMMODATIONS AND RESTAURANTS

The approved accommodations listed in AAA's exclusive TourBooks® allow you to avoid guesswork and disappointment. Only one hotel or motel in five can stand up to the rigorous personal inspection of AAA field representatives and qualify for the "AAA Approved" distinction. These establishments take special pride in providing quality accommodations for all AAA members.

The listing is organized for easy use:

- Restaurants and accommodations are listed and approved separately.
- Establishments accessible for travelers with wheelchairs are indicated by the International Symbol of Access (wheelchair icon).
- A points of interest index makes it easier for you to look up things you're interested in by category.



## HOTEL AND MOTEL RESERVATIONS

AAA will handle all the details for you. Simply give us a call, and your personal travel counselor will make confirmed reservations for you at hotels, motels, vacation resorts, and campgrounds anywhere in the United States or Canada.

### SPECIAL LODGING RATES



As a AAA member, you get savings through special reduced rates at participating lodgings listed in the AAA TourBooks®. Participating establishments, referred to as “Official Appointments,” agree to offer at least a 10% reduction from their prevailing daily rates year-round. Simply present a valid membership card when you register, or identify yourself as a AAA member when placing a reservation. Although daily

rates may change after the TourBooks® have gone to press, you’re still assured of receiving a minimum 10% discount at participating establishments.

### EXTRA DISCOUNTS

With AAA TourBooks® and your membership card, you can take advantage of discounts on admissions to leading attractions throughout North America. Plus, enjoy discounts at restaurants, hotels, ski resorts, seasonal attractions, and more. It’s a special feature exclusively for AAA members—and the list of attractions is growing every year! Find out more details at AAA.com.

### WEATHER & ROAD CONDITIONS REPORTS

General weather and travel condition information is available 24 hours a day, year-round, by calling 503-222-6721 or toll-free 1-888-524-5561 for a prerecorded message.

During the winter travel season (mid-November to mid-March), detailed information is offered on potentially dangerous road conditions throughout Oregon. This information is also available by calling any AAA Oregon Service Center.

### HERTZ CAR RENTAL

Whether you need to rent a car for business or pleasure, you get special member-only discount rates from Hertz. With your AAA membership card and exclusive Hertz discount card, you’ll save on car rentals from the world’s largest rent-a-car company.



To make your reservations in the United States or Canada, call your local AAA Service Center. After regular business hours, call the Hertz 24-hour number at 1-800-654-3080. Identify yourself as a AAA member and give the reservationist the appropriate AAA discount number (located on your AAA membership card). Then simply show your AAA membership card and a major credit card when you pick up the car.

*PLEASE NOTE: AAA offers reservation service acting as an agent for the travel supplier (e.g. hotel).*

## AAA TRAVEL STORES



AAA Travel Stores carry almost anything you need for your next vacation or business trip at reduced prices for members. Whether you’re driving, flying, or relaxing on the open seas, AAA has travel-related products that will make your vacation much more enjoyable and your business travel feel more like being at home.

Members can purchase quality luggage from makers such as Travelpro®, Rick Steves, as well as travel publications from the most recognizable names, including AAA, Lonely Planet, Rick Steves, and Frommers (selection varies by store).

New merchandise is continually added, so watch for announcements in *VIA* magazine and your eNewsletter. For your convenience, we also offer:

- **Passport Photo Service**—Many AAA Service Centers are equipped to take regulation size passport photos at reduced prices for members. Photos can also be used for identification, International Driving Permits, or foreign visas which are required by many countries.



- **International Driving Permits**—AAA can issue the International Driving Permit for driving while you are overseas. The permit is an official translation of your U.S. driver's license in 11 languages. To obtain your application and more information, call or stop by your AAA Service Center, or visit AAA.com.

- **Foreign Travel Guides and Maps**—Even when you travel overseas, take along foreign travel guides and maps to help make your daily travels a lot easier. Whether you're renting a car or taking public transportation, your guides and maps can show you the way to go. Travel guides are available at reduced prices for members in AAA Travel Stores.

Call 1-877-422-2359 or visit AAA.com for a location near you.

### eBAGS

Members can shop online at eBAGS to save on quality luggage, travel accessories, business cases, handbags, backpacks, and so much more! Enjoy the convenience of browsing and purchasing 24 hours a day, seven days a week, along with home delivery. Visit AAA.com/ebags and start saving today.



## SPECIAL MEMBER SAVINGS & SERVICES

### SHOW YOUR CARD & SAVE®

Your AAA membership means more benefits with the Show Your Card & Save® discount program. Your membership card qualifies you for exclusive savings whether you're at home, traveling across the United States and Canada, or vacationing in Europe, Japan, or Australia.

With AAA's Show Your Card & Save® program, you don't have to clip coupons. Simply present your valid membership card to participating partners to access discounts on attractions, museums, meals, hotel and motel accommodations, automotive services and repairs, electronics, clothing and much more. With only a few purchases, your savings can equal the cost of your AAA membership. In 2010 alone, members saved over \$2 billion worldwide from this and other AAA discount programs!



AAA offers a Prescription Savings Program too. You may use your AAA Prescription Savings card whenever your prescription isn't covered by your insurance, and you can save on many brand name and generic drugs at nine out of ten pharmacies nationwide. To learn more about the program, visit AAA.com/discounts or call 1-866-AAA-SAVE (1-866-222-7283).

New businesses continue to join this rapidly growing program, so be sure to visit or call your local AAA Service Center, dial 1-888-422-2503 or visit us online at AAA.com/discounts for our updated partners list.

### NOTARY SERVICE

Most AAA Service Centers are staffed with a certified Notary Public. Notary service is provided at no charge to members. For your convenience, we recommend you make an appointment with your local Service Center.



## DISCOUNTED CARFAX VEHICLE HISTORY REPORT

AAA members can receive discounts on single or unlimited 30-day Vehicle History Reports on AAA.com. Avoid making a potentially costly mistake when buying a used car. Order CARFAX Vehicle History Reports to check used cars as you shop, or the car that you own.

## DISCOUNT MOVIE PASSES

Visit select AAA Service Centers and purchase discount movie passes. Limit 10 passes per member per day. Call or visit your local AAA Service Center to determine movie pass availability.



## FINANCIAL SERVICES

### AAA MEMBER REWARDS VISA® CREDIT CARD

A value-packed credit card that allows you to earn points on every purchase and redeem them for cash, travel, merchandise and unique adventures. Best of all, there are *no* tiers and *no* limits on points! You'll earn 2,500 bonus points after your first qualifying purchase<sup>†</sup> and add more points with these everyday purchases:

**TRIPLE** points for qualifying AAA and travel purchases; **DOUBLE** points for grocery, gas and drug store purchases; **SINGLE** point per dollar for all other purchases. This impressive rewards program includes AAA Vouchers for purchases at AAA Service Centers (including AAA travel) as well as for repairs, tires and bodywork at AAA Approved Auto Repair facilities. Or, redeem your points for top-of-the-line merchandise and gift cards redeemable at more than 100 national retailers and restaurants. Call toll-free 1-866-665-3581, visit AAA.com or stop by your local AAA Service Center to complete an application today.

*For information about the rates, fees, terms, other costs and benefits associated with the use of this card, please call the toll-free number or visit the web site. †You will qualify for 2,500 bonus points if you use your new account to make at least one purchase transaction that posts to your account within 90 days of the account open date. Limit (1) 2,500 bonus points credit per new account. Allow 8-12 weeks from qualifying for the bonus points to post to your account. This credit card program is issued and administered by FIA Card Services, N.A. Visa® is a registered trademark of Visa International Service Association, and is used by the issuer pursuant to license from Visa U.S.A. Inc. © 2011 Bank of America Corporation*

### AAA MONEY MARKET, CD, IRA AND ONLINE SAVINGS ACCOUNTS

AAA and Discover® Bank have partnered to bring you exclusive member-only rates on high yield deposit products. You've always counted on AAA to get you where you need to go, now you can count on us for added benefits like Money Market Accounts, CDs, IRAs and online Savings Accounts.

Special benefits include:

- Exclusive, member-only rates that consistently beat the national bank average
- No minimum required to open a CD, IRA or Money Market account (Money Market Accounts require a minimum balance of \$1,500 beginning on the third statement cycle)
- Quick account set-up by phone, mail or online
- Easy and secure access to your account information via AAA.com/deposits

To discover the AAA difference in high-yield savings accounts, call 1-888-204-8990 or visit AAA.com/deposits. Terms are subject to change.

### TRAVEL MONEY

The Visa® TravelMoney Card is a prepaid, reloadable Visa® debit card, which offers travelers a safe and convenient alternative to traveler's checks and cash. Make purchases at the 25 million merchants worldwide that accept Visa® cards including restaurants and shops. AAA TravelMoney cards are available at select Service Centers. Call ahead or visit AAA.com to determine availability.

Members may also order foreign currency and foreign currency TipPaks® through their local Service Center. Please visit AAA.com or check with your local Service Center to determine availability and handling fees.

## PUBLIC SERVICE



AAA Oregon is a not-for-profit organization. Since its inception, AAA has worked to make streets and highways safe. The Club works closely with schools, law enforcement, the state legislature, and private industry to strengthen laws and promote traffic safety.

### SAFETY

AAA's goal is to protect the lives of all who share our roadways. AAA's education materials and programs target children, teens, and adults. Materials include books, brochures, videos, school safety patrol supplies, and catalogs covering pedestrian, cyclist, and motorist safety for all ages.

Distributed at nominal cost to schools, law enforcement agencies, civic organizations, and community groups, safety materials include such popular titles as *How to Go on Ice and Snow*, *Get a Grip*, *How to Prevent Road Rage*, *Your Driving Costs*, *Gas Watcher's Guide*, and *Straight Talk for Mature Drivers*.

AAA's community programs currently include the "School's Open" campaign and the AAA/Ford Student Auto Skills competition.

### PUBLIC & GOVERNMENT AFFAIRS

The Club's mission is to protect and represent motorist and traveler interests. AAA's Public & Government Affairs Department strives to achieve this goal through legislative lobbying, public outreach campaigns, and safety programs.

Member attitudes on issues are frequently determined through independent polls. These concerns are addressed through community programs, public awareness campaigns, and advocacy. Over the years, AAA has written and supported consumer legislation that includes gas testing; anti auto theft laws; seat belt, driver licensing and helmet laws; and fair taxation for highway users.

## VIA MAGAZINE

One of the many benefits you'll receive with your AAA membership is a subscription to *VIA Magazine*, which is mailed to you every other month. Packed with news, event calendar, member savings and travel discounts. *VIA* helps you make the most of your membership at home, throughout the Northwest, across the nation, and even around the world.



## eNEWSLETTER

Another benefit you'll receive with your AAA membership is a subscription to our Member Connections & Traveler eNewsletters. These monthly newsletters are full of helpful travel tips, last-minute deals, safety information, exclusive AAA member savings, and more. Contact your local Service Center to sign up or visit [AAA.com](http://AAA.com).

## AAA.com

Visit [AAA.com](http://AAA.com) to access hot travel deals, exclusive member savings, personalized trip planning, travel services, maps, hotel reservations, TourBook® requests, insurance quotes and much more. To access member-only areas, click on "Register" and complete the online registration form by entering your membership number.



AAA mobile solutions for members on the go. Visit [AAA.com/mobile](http://AAA.com/mobile) to download the following AAA Mobile Apps, available for the iPhone and Android.

- **AAA Insurance**—The AAA Insurance app will guide you through important steps to take after an auto accident.
- **AAA TripTik Mobile**—AAA's complete on-the-go trip-planning resource has maps, directions, hotel and restaurant information, updated gas prices and much more.
- **AAA Roadside**—Request AAA Roadside Assistance without even placing a call. The AAA Roadside app can help pinpoint your location and send your information directly to AAA.
- **AAA Discounts**—Find AAA discounts for more than 110,000 locations in the US and Canada.
- **AAA Auto Buying Tools**—The AAA Auto Buying Tools app makes shopping for a new car simple and stress-free.

*AAA Mobile Apps are subject to availability and may change without notice.*

## MEMBERSHIP EXPIRATION POLICY

Membership dues are billed annually. Updated membership cards for the new membership year (including an updated membership expiration date) are provided to you in advance with the first dues bill we send.

You should have your current membership card with you when requesting service. All membership services (including roadside assistance) will continue to be available to you during a grace period of 30 days after your membership expiration date. From 31 to 75 days past your membership expiration date you will be required to pay your renewal dues prior to receiving roadside assistance services. All services other than roadside assistance will continue to be available during a period of 75 days after your membership expiration date, even if we have not received your renewal dues. Your membership will be cancelled after 75 days past your membership expiration date unless your renewal dues are paid in full.

If you pay your renewal dues during the 75 day period after your expiration date, your new expiration date will be one year after your previous expiration date, and no new member enrollment fee will be required. If your membership has been cancelled, and you then later choose to reinstate your membership, you will be required to pay the new member enrollment fee as well as applicable membership dues. A new membership card and a new expiration date will be assigned at that time.

Please call 1-888-422-2503 for questions about membership billing, cards or expiration. Terms and conditions of membership are subject to change without notice.

## PRIVACY STATEMENT AND OTHER DISCLOSURES

At AAA Oregon/Idaho ("AAA"), we value our members, and we respect the privacy of all those who share information with us (whether or not they are members). We use your personal information to better understand your needs, to improve our products and services, to improve our website, to contact you for marketing purposes, to administer contests, promotions, and surveys, to process and fill any orders you place, and for other similar business purposes. We maintain our membership records under stringent guidelines designed to protect our members' privacy. AAA will not sell or rent your personal information to third parties, but we sometimes share your personal information with third parties in order to market and/or provide products and services to you. In addition, AAA may share your personal information pursuant to subpoena or as otherwise required or authorized by law. For a more detailed description of AAA's privacy policy, please see [www.AAA.com/privacy](http://www.AAA.com/privacy) or call us at (503) 222-6755 to request a copy by mail.

In addition to dues paid by members, AAA Oregon/Idaho receives commissions and other payments from third parties in connection with the products and services provided to its members.

**PLEASE NOTE: AAA membership is not a contract of insurance.**

## WHAT TO DO WHEN YOUR VEHICLE BREAKS DOWN

**1. NOTE YOUR LOCATION.** Look for well-lighted areas and notice any landmarks such as service stations. Make a note of your intersection or, if on a highway, note the mile number or last exit number—you'll need to provide this information when you call for assistance.

**2. ASSESS YOUR VEHICLE'S PROBLEM.** Is a warning indicator lit on your instrument panel? Did you hear any unusual noises? Did you notice any warning signs such as steering problems or steam coming out from under the hood?

**3. PULL OFF THE ROAD.** Move to the right shoulder as far from traffic as possible and stay with your vehicle unless it is not safe. If your vehicle is inoperable and you are unable to pull off the road, do not try to push it to a safe location. If you are uncertain about your safety, do not stay in your vehicle; watch for traffic and proceed carefully to a safer location. Never stand directly behind or in front of your vehicle as other motorists may have trouble seeing you.

**4. ALERT OTHER MOTORISTS.** Make sure your vehicle is visible to approaching motorists. Turn on your emergency flashers, especially at night. Place road flares behind your vehicle unless you see or smell gasoline. Raise your hood and tie a colored handkerchief to your antenna or door.

**5. COMMUNICATE YOUR SITUATION.** Once you are in a safe location, notify others of your vehicle breakdown. If you have a cell phone, call 1-800-AAA-HELP (1-800-222-4357). If you're safely out of traffic, make the call from inside your vehicle. Be prepared to provide your phone number, location, a description of your vehicle (including color, model, year, and license plate number) and your AAA membership number. If you do not have a cell phone, consider whether you can walk safely to a pay phone or emergency call box. If there is no telephone available within safe walking distance, try to get the attention of law enforcement officers. If a stranger stops to offer help, ask the person to call for assistance.

**6. REMAIN WITH YOUR VEHICLE.** If you are able to pull away from traffic, it is generally safer to remain with your vehicle until a police officer or tow truck operator arrives. Do not accept a ride from a stranger.

**7. WHAT TO EXPECT FROM ROADSIDE ASSISTANCE.** Make sure that the vehicle and driver offering assistance are the same as those you requested. Roadside assistance operators can often provide fuel, change a flat tire, or boost a battery. If the problem is more serious, your vehicle may need to be towed. You may ride with the service provider.

Remember that it's your responsibility to understand what services your roadside assistance will cover.

**call** 1-800-333-9051

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

**come in** to your local Service Center





**call** 1-800-333-9051

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

**come in** to your local Service Center