

AA Action

A useful guide to your AA Member benefits.

2010 / 2011



get out there



Welcome to the AA

get out there



A name you can trust • Benefits you can rely on • Rewards you deserve

Contact Information

CALL 083 THE AA (083 843 22).

Emergency medical, roadside and home assistance

Customer care

Membership enquiries

Travel, technical and legal lines

AA Mobility programme

And to find your nearest:

AA Autoshop

AA Travel Experience store

AA Test & Drive

Visit www.aa.co.za for the latest information about AA Membership, our services, the addresses and telephone numbers of all our branches and our AA Mobility programme partners.

E-mail: aasa@aasa.co.za

Write: Customer Care
PO Box 30926
Braamfontein
2017

Fax: 011 799 1111

OTHER HANDY CONTACTS:

AA Autobay	0861 22 22 29 website www.aaautobay.co.za
AA Finance	0861 0 AA FIN (0861 0 22346) website www.aafinance.co.za
AA Insurance	0861 A FRIEND (0861 2 37436) website: www.aainsurance.co.za
AA Driver Training	e-mail: aadrivertraining@aasa.co.za

Introduction

A flat tyre in the pouring rain? Aren't you glad you're an AA Member?

We've saved countless people from a soaking but we offer so much more than roadside assistance. As the acknowledged motoring experts we provide a range of services that have inspired trust and respect for the past 75 years. From professional roadside repair and emergency rescue to AA Test & Drive roadworthy examinations and the best way to buy or sell a pre-owned car, we give you excellent help and advice. We also save you a great deal of money. Many of our services are discounted for Members and we've launched an amazing lifestyle programme – the AA Mobility programme – which offers discounts on travel, holidays, household goods and vital motoring items like Smash & Grab window protection. Visit www.aa.co.za for more information.

Your AA Membership card is worth much more than you think. Look through this handbook to make sure you know exactly what it can do for you.

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Emergency Rescue Services



Emergency Rescue Services

You can count on us.

We're famous for our roadside assistance but what does it include? Do you know that our patrolmen have a 95% success rate with getting people going in a breakdown situation? Did you know that you are entitled to our roadside assistance even if you are a passenger in someone else's car?

Our fleet of emergency response vehicles includes patrol vans, mobile battery trucks, tow trucks and motor bikes which operate from Gauteng, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein, Nelspruit and Pietermaritzburg. If necessary we use vehicles from an approved AA contractor. Our national call centre operates 24 hours a day, 7 days a week. If you have an emergency, just give us a call.

Roadside Assistance.

Electrical or mechanical breakdowns

If your vehicle breaks down, our roadside rescue services include:

- Jump-starting your vehicle
- Opening your vehicle if you've locked yourself out
- Changing or repairing a tyre
- Fuel to reach a filling station
- Towing if needed
- Battery testing and mobile battery sales

Accidents, theft, attempted theft and vandalism

If you are involved in an accident, call us and we'll help you through this traumatic experience. We'll arrange for your vehicle to be towed to the right destination at our special rates and arrange emergency medical rescue if you are injured.



Emergency Rescue Services

Roadside security - AA STAND BY YOU.

Request this service when your car breaks down and an armed security guard will stay with you until our patrolman arrives. In addition to personal protection, this service reduces the risk of hijacking and vandalism. It is linked to roadside assistance in major urban centres and is available to Members who subscribe to the service.



Emergency medical rescue – AA MAYDAY.

In a medical emergency, when speed and quality of service are essential, AA Mayday could make the difference. We provide 24-hour AA Mayday emergency medical rescue for unforeseen emergencies that occur in your vehicle, at home, at work or on holiday. We will arrange and pay for your emergency medical transportation to the nearest appropriate medical facility. Your spouse and children under the age of 26 are covered at no extra cost.

AA Mayday benefits include medical evacuation, admission to a medical facility, relocation after treatment, a rape crisis advice line, trauma counselling, repatriation of mortal remains, free medical advice and assistance, dispatch of emergency medication or blood, travelling companions for stranded minors, and drug and generic medicine information.

Motoring

Buy and sell a pre-owned car the smart way.

One of the most important purchases you'll ever make is your car. Prudence might dictate that it's pre-owned which requires caution and good advice. At AA Autobay you are assured of both and a great deal more besides. If you're a seller, register your car at www.aaautobay.co.za. Thousands of buyers visit our website every week, payment's guaranteed and as an AA Member, you qualify for a 15% reduction on the facilitation fee. Your choice is equally impressive if you're a buyer, and every pre-owned car on the site has been AA tested. Quite simply, AA Autobay is the safest, fastest and best way to buy or sell a pre-owned car and both parties get exceptional value.

Need finance?

Private vehicle financing can be a headache. You want the best possible deal which means AA Finance. It doesn't matter whether you are buying privately, from a new or a used car dealer or from AA Autobay, you'll get excellent terms. AA Financial Services (Pty) Ltd t/a AA Autobay is an Authorised Financial Services Provider. FSP number:28424.

Or insurance?

Get the best possible motor, building and household cover with AA Insurance. Take motor insurance and you'll receive complimentary AA Advantage PLUS Membership. Other options with AA Insurance include Credit Protection and Credit Shortfall cover, AA Mechanical Warranties and Service Plans.

Licencing and Registration made easy

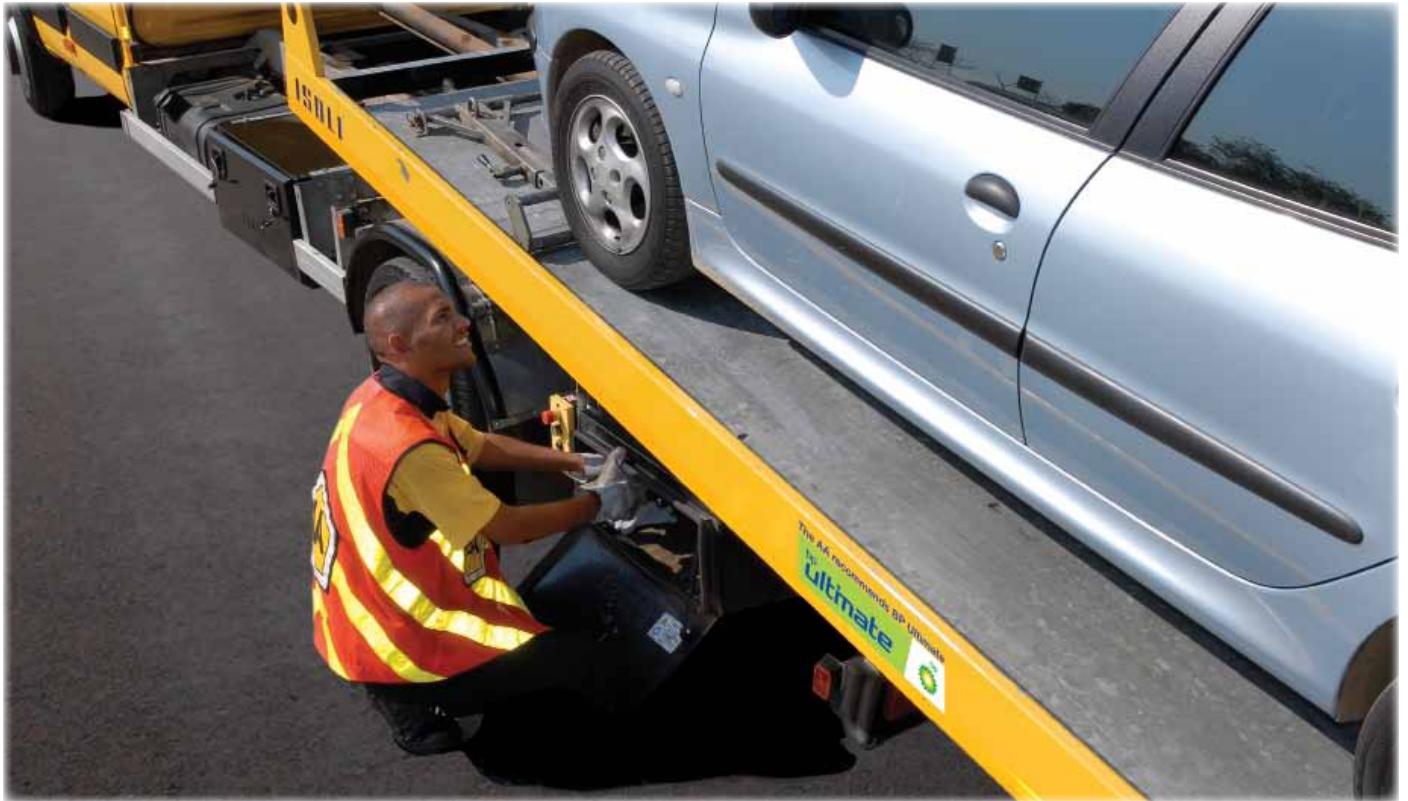
We provide a hassle-free service when it comes to your annual vehicle licence renewals, vehicle registrations and de-registrations, change of ownerships and personalised number plates. We do it for you – you just need to send us your details and a copy of your ID, and for a small fee you can consider it done. AA Members can contact AA Licence & Registration on 0861 62 62 62. As an added benefit, once you have used the service once, you will receive an annual reminder from us when your licence is about to expire.

AA Test & Drive.

Keeping your car in tip top condition is imperative and our technical tests are as solid as our reputation. As an AA Member you are entitled to a 15% discount for our 101 point checks and roadworthy tests. Pre-book at one of our Test & Drive centres countrywide.



Motoring



Motoring



Where should I have my car repaired?

AA Quality Assured is the AA's unique accreditation programme for motoring service providers and specialised services within the South African motor industry. The main objective of this programme is to help you to identify professional businesses from the rest. Visit our website for more information.

Steer yourself out of trouble.

Our defensive driver training course reduces the likelihood of a collision by up to 50%! Now that's worth a few hours of your time. As an AA Member you'll receive a 10% discount.

Legally speaking.

How to deal with an accident? What to do about a third party claim? We'll give you expert telephonic advice on road traffic laws, insurance, warranties, guarantees, the purchase and sale of vehicles, accident damage recovery claims and other key motoring issues, free of charge.

From a technical point of view.

Why are your gears slipping? Where should you take your car for a service? Give us a call and one of our technical advisors will advise you for free.

Are my running costs too high?

They might be. Ask one of our technical advisors to calculate your vehicle's operating costs (running costs) by calling 083 843 22. Alternatively, visit our website and you can calculate the costs yourself and print your own certificate.



Travel

Time to go travelling.

Whether it's a self-drive trip round South Africa, a cross-border adventure with your family or an exciting holiday overseas, we'll keep you moving and save you money with special offers and AA Member discounts. Visit one of our AA Travel Experience stores for help with your arrangements.

A pleasant travel experience.

The AA Travel Experience stores are located in major shopping centres nationwide and offer a range of services and products that take the stress out of local and international travel. They offer professional assistance with bookings, route planning, travel information, travel documents and holiday insurance.

Find your way.

You'll find everything you need to find your way 'round the country or 'round the world. This includes Member touring maps – free for you as an AA Member - atlases, travel guides, motoring manuals and helpful staff who'll advise you about road conditions, toll roads, tariffs and detours. Travel information is also available at www.aa.co.za.

Travel documents.

Avoid last minute panic. At AA Travel Experience stores you can obtain an International Driving Permit, a Carnet de Passage (a temporary import permit required when travelling across borders), an International Camping Card or Letter of Introduction and help with applying for a visa. Passport photograph facilities are available.

Are you covered?

Our AA Travel Experience staff will help you obtain the correct holiday and travel insurance and issue your Third Party Insurance for Mozambique and Zimbabwe.



Travel

Savings on travel bookings.

Let our AA Travel Experience staff book your holiday and save money. We have negotiated special rates with many of our suppliers so you enjoy preferential rates on flights, car rental, accommodation and travel packages to local and international destinations. Ask about our exclusive AA Member tours which include cruises, sports tours and other special interest holidays. Fees may be levied on certain services and bookings at an AA Travel Experience store.

Essential gear.

AA Travel Experience stores are stocked with exactly what you need for your trip, from first aid kits, luggage, travel accessories, maps and guides to adaptors, car care products and a range of TomTom personal navigation devices. AA Members enjoy discounts on these products. Call us or visit our website to find your nearest store.

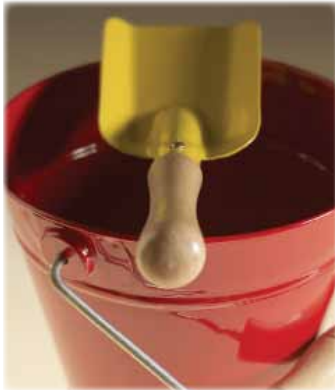
Enjoy a good read.

As a Member you receive a free copy of *AA Mobility magazine* three times a year. It's packed with useful information, competitions, vouchers, money-saving offers and reminders of the benefits you can enjoy with our Mobility programme.

The *AA Traveller* magazine is enjoyed by about 200 000 readers and focuses on motoring, travel and lifestyle issues. This quarterly magazine is available on subscription. Call us to arrange yours.



AA Mobility-Programme



AA Mobility-Programme

Discounts and benefits with the AA Mobility Programme.

We have introduced a new way to make your life easier and save you money; our AA Mobility programme. It's exclusive to Members and could save you thousands of Rands in benefits and discounts.

How does it work?

We have formed partnerships with a wide range of companies, which means you get special offers or discounts on dozens of motoring and lifestyle items. These include travel, hotels, electronics, magazines, clothing, education, motoring essentials and much more.

How do I access the programme?

Visit www.aa.co.za and register with your Membership details. Find the list of our AA Mobility programme partners by clicking on the AA Mobility button on the website homepage. Take advantage of exclusive Member discounts by downloading vouchers or phoning the number listed on the relevant retail outlet's page. Discounts are instant and the money you save on the programme will more than equal the cost of your Membership fee.

Alternatively you can phone 083 THE AA (083 843 22) and speak to our call centre staff. Your AA Mobility magazine also includes details of our AA Mobility programme partners together with the latest special offers and discounts available.

Show your Card and Save worldwide.

As a Member you can access discounts on travel, shopping and leisure activities in over 150 countries worldwide through our Show Your Card and Save programme. Find out how much you can save before you book your next trip by visiting our website.



Membership Options

MEMBERSHIP OPTIONS	AA ADVANTAGE PLUS	AA ADVANTAGE	AA ALLIANCE	AA ACTION
	All Ages	All Ages	60 Years and Over	Up to 25 Years
	5 callouts a year	5 callouts a year	3 callouts a year	2 callouts a year
GET YOU MOVING				
AA Road Patrol Roadside Repair Service: <ul style="list-style-type: none"> • Jump-starting your vehicle • Opening your vehicle • Changing or repairing a tyre • Fuel to reach a filling station 	√	√	√	√
Battery testing and mobile battery sales	√	√	√	√
Towing: electrical or mechanical breakdown	√	√	√	√
Towing: accident or attempted theft	√	Pay on Use		
If incident occurs more than 100km from home: <ul style="list-style-type: none"> • Overnight accommodation • Alternative transport • Vehicle repatriation • Long distance towing 	√	Pay on Use		
Roadside security: AA Stand By You	√	Available on Subscription		
Emergency Medical rescue: AA Mayday	√	√	√	√
KEEP YOU MOVING				
Motor-related legal advice line	√	√	√	√
Non-motor legal advice line	√	Not available		
Technical advice line	√	√	√	√
AA Mobility programme	√	√	√	√
Discounts on AA Test & Drive technical and roadworthy tests	√	√	√	√
Referral to AA Quality Assured repairers	√	√	√	√

Membership Options

Membership Options	AA ADVANTAGE PLUS	AA ADVANTAGE	AA ALLIANCE	AA ACTION
	All Ages	All Ages	60 Years and Over	Up to 25 Years
	5 callouts a year	5 callouts a year	3 callouts a year	2 callouts a year
MOVING YOU FORWARD				
Free AA maps	√	√	√	√
Access to AA travel services and products	√	√	√	√
Access to road and toll information	√	√	√	√
Discounts on AA Essential Gear	√	√	√	√
Free AA Mobility magazine three times year	√	√	√	√
Discounts on AA Publications	√	√	√	√
Subscription to AA Traveller quarterly magazine	√	Available on Subscription		

Membership is subject to AA Terms & Conditions.

Your Comments

Talk to us.

How can we improve our services? What are we doing right? What are we doing wrong? Please let us know by contacting our Customer Care department on 083 THE AA (083 843 22).



Keep your membership up to date.

Continue to enjoy all the rights and privileges of AA Membership by remembering to pay your Membership fees. Choose the method of payment that you prefer.

- Cheque, direct deposit, electronic payment, or credit card.
- Automatic-recurring annual or monthly debit order. Call 083 843 22 or visit an AA Travel Experience store to arrange this. Please let us know if your personal or banking details change.

We stand up for your rights.

As South Africa's leading motoring advocacy organisation, we constantly interact with government and other motoring bodies to promote safer, more cost-effective motoring for you.

Reciprocal services overseas.

AA of SA Members, while on holiday or passing through other countries may be able to enjoy the local automobile club's services. The services may vary from one club to another, but will often be the same as that club offers its members. Please contact our travel department before travelling to find out what services you can enjoy in the country you will be visiting, and to obtain a letter of introduction. Under the reciprocal arrangement, services that result in a cost to our Members are not refundable by the local club or by the AA of SA.

Terms and Conditions

Please do take the necessary time to read our terms and conditions carefully and familiarise yourself therewith. If anything is unclear, don't hesitate to phone our Customer Care department. As our valued customer, we'll be happy to guide and advise you.

Definitions:

The following listed terms will hold the related meanings:

AA: The Automobile Association of South Africa.

Member: The individual principal Member in whose name the AA Membership is maintained.

We/us/our: Related to the AA.

You/your: Related to the Member.

Spouse: a Member, eligible for a discounted subscription, living at the same address as his/her spouse or partner who is a principal Member.

Membership Year: The 12-month period covered by the Member's subscription.

Subscription: The annual payment required to remain a Member of the AA.

Membership card: The card issued by the AA to the Member, reflecting the Membership number.

Vehicle: a motorcar, caravan, trailer, 4x4 or light commercial vehicle (LCV), with a gross vehicle mass (GVM) of less than 3,5 tons, which can be legally used on South African public roads. This does not include taxis.

Urban: Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, Bloemfontein, Nelspruit, Pietermaritzburg and Durban.

Rural: Any area that is not urban as per the definition above.

Breakdown: An occasion when your vehicle cannot be driven as a result of an electrical or mechanical failure, a flat tyre or out of fuel situation.

Accident: Damage to body panels or the undercarriage, wheels or suspension because of a collision with another vehicle, a pothole or an object. If mechanical failure caused the accident, we consider the incident an accident.

Insurable risk: Vehicles requiring towing for an accident, attempted theft or vandalism as well as recovered stolen vehicles. These are not classified as "breakdowns".

Towing provider: The AA tow truck or AA contractor.

Round trip: The distance from the nearest towing provider's yard, to the scene of the breakdown, to the drop off point and back to the depot or towing provider's yard.

Terms and Conditions

Emergency Rescue Services.

You must phone our call centre for assistance. Calls are recorded for your protection and for training purposes. Payment for any service is not guaranteed unless prior authorisation has been obtained from our 24-hour call centre on 083 THE AA (083 843 22).

Road Services.

Roadside assistance is limited to minor or temporary repairs to get the vehicle on the road again and doesn't replace the need for permanent repairs and regular servicing.

Callouts.

Road service callouts are as follows:

- AA Advantage PLUS Members get 5 callouts a year
 - AA Advantage Members get 5 callouts a year
 - AA Alliance Members get 3 callouts a year
 - AA Action Members get 2 callouts a year
- We will charge any additional callouts at exclusive Member rates. Unused callouts at the end of a subscription year don't accumulate into the next subscription year.
- You will have to provide us with the correct location of your vehicle and enough information on anything being towed. Incorrect or incomplete information may cause a delay in the provision of service and additional costs.

- In the event of a callout, you must remain with the vehicle and be able to produce your Membership card and proof of identification when the service vehicle arrives.
- Where any breakdown case needs the use of more than one of our resources, such as a road patrol, battery patrol or tow truck, we will count these as a single callout.
- Once we have provided a tow for a breakdown, we consider any subsequent tow for the same breakdown a separate callout. This includes towing a vehicle that was towed after hours to your home, a storage area or other place of repair or safety and then needs further towing due to the same breakdown event.
- If you cancel the assistance after we have dispatched the service vehicle, this will still count as a callout.
- If you call on more than one occasion for the same problem, each request will count as a callout.
- If you are not at the vehicle when we arrive and we cannot provide service, one callout will be taken off your callout entitlement. If the vehicle is unattended when the tow truck arrives, the tow truck may leave the scene.
- Rural Areas – in all the above instances, you may have to cover service provider costs and request a refund (see section on refunds on page 18). Should this be a long distance tow (greater than 40 km) both trips' additional km travelled cost will be for your account.

Terms and Conditions

Areas we cover.

We provide services in South Africa.

Should the breakdown occur in Lesotho, Swaziland, Botswana or Namibia, we will arrange for the vehicle to be towed to the nearest place of safety or repair, subject to the availability of a suitable service provider. You will need to pay the towing provider for the towing and request a refund of up to R 500.

Roadside security is available to Members who specifically subscribe to the service and only in certain urban areas in South Africa, subject to the availability of our service provider.

We also provide emergency medical assistance if you travel to Lesotho and Swaziland through AA Mayday.

Response times.

We provide roadside assistance as soon as possible in response to your request. We do not guarantee response times, which vary depending on location, traffic, road conditions, weather conditions and the demand for assistance at the time of your request.

Road patrol services.

Road patrol and battery services are available in urban areas only.

Keys locked in vehicle.

If keys are locked in the vehicle we will arrange for a road patrol, battery patrol or locksmith to attend. Where the services of a locksmith are needed to open the car or boot, you will be entitled to claim reimbursement of labour costs up to an amount of R 283 (incl VAT). Where we pay the locksmith directly, any additional labour costs or kilometres charged for by the locksmith will be for your account. We will not refund locksmith charges for the repair/replacement of locks, ignition switches or cutting of keys.

Flat tyre change.

We will attempt to repair or change your tyre on-site. Where necessary, we will tow the vehicle in line with your Membership product entitlements. We are not responsible for damage should your tyres or rims be damaged because the tyres are flat.

Emergency fuel.

If your vehicle runs out of fuel, we will supply up to 5 litres of fuel to reach a filling station. If necessary, we will provide towing to the nearest filling station within your towing entitlement.

Terms and Conditions

Battery service.

If your vehicle's battery cannot be jump-started, our battery patrols can sell and fit a new battery on the spot. The mobile battery replacement service is subject to availability. All batteries come with a national 12-month battery guarantee.

Towing.

If your vehicle breaks down and cannot be repaired on the spot, we will tow your vehicle to the nearest place of safety or repair free within a 40 km round trip. Storage beyond the first night will be for your cost.

In instances where an AA tow truck is not available one of our contractors may be used.

In exceptional circumstances, where specialised recovery or salvage equipment is needed, the cost of equipment and labour will be for your expense. We are not responsible for damages caused to the vehicle.

Excess kilometres.

If a tow for your vehicle is in excess of the 40 km round trip distance, for which you are eligible, you will need to pay the tow provider or our contractor for the excess distance. The excess distance will be charged at our preferential AA per kilometre towing rate.

Additional transportation.

We can assist you in arranging an additional transport at your cost for passengers who cannot be accommodated in the tow truck.

Refund for towing charges.

In rural areas, if you are required to pay towing charges in full directly to our contractor, we will refund only that portion of the charges, which you paid to the contractor, up to the amount calculated by:

- Calculating the round trip distance
- Multiplying this distance by our preferential per kilometre towing rates
- Plus VAT

We will cover up to a maximum of R 500 per tow (incl VAT).

Claims must go with our contractor's receipted invoice, and sent to: AA Claims, PO Box 30168, Kyalami 1685. On the other hand, you can hand in the tow assistance invoice and tow receipt at the nearest AA Autoshop or Travel Experience store.

The following are not covered.

- Labour charges, overtime charges, cellular phone charges, callout fees, toll fees, weekend levies, parking fees, storage charges, hitching/salvage/recovery fees, collection and conveyance of spare parts, the cost of spare parts and other related expenses.

Terms and Conditions

- Repair charges.
- Charges for assistance required due to accident or other insurable risks. We will assist with arrangements at your cost.
- Charges for further towing of the vehicle for purposes of repairs if you do not accept the quotation of the repair centre nearest to the point of breakdown.
- Towing charges incurred outside the borders of South Africa, Lesotho, Swaziland, Namibia and Botswana.
- If the vehicle is loaded, we are not responsible for the load. We may require you to remove the load before rendering any service.

Emergency medical rescue service - AA Mayday.

According to the terms and conditions of our external service provider, which are available online at www.aa.co.za.

Roadside security – AA Stand By You.

The service is subject to availability and the terms and conditions of our external service provider, which are available on www.aa.co.za.

Terms and Conditions

AA Mobility Programme.

1. Your access to the AA Mobility programme is free.
2. If you wish to access the AA Mobility programme on the AA website you will need to register online. You will need to complete a simple form asking for confirmation of Membership number (found on the front of your AA Membership card) plus a password, which you will choose.
3. When using the AA Mobility programme for discounts, special offers and other promotions, they cannot be used in conjunction with any other existing promotion or special offer.
4. You may need to record special rate reference numbers (for example for our larger hotel venues) and print the confirmation voucher in order to access the full discount benefit.
5. If your transaction is at a physical retail outlet, remember to show your AA Membership card and a form of identification when redeeming your benefits.
6. The call centre will require your Membership number as confirmation.
7. We reserve the right to restrict availability of the benefits offered by either the AA or our external partners from time to time, and we will be entitled to limit the quality and/or quantity of such benefits within our discretion, based on reasonable decisions made under the current circumstances.
8. Terms and conditions of the various partners apply.

Terms and Conditions

1. AA Membership.

AA Membership and benefits are non-refundable, non-transferable and personal to you. Membership entitlements do not cover incidents that happened before you joined us.

We reserve the right to deny services to any Member who, in the AA's opinion is or has been abusive, threatening or violent toward any AA staff member or who attempts to receive service by deception, with no requirement to refund.

2. Resolving disputes.

We accept no liability for loss or damage to the vehicle or any of its components or accessories or contents while it is unattended, or while in its custody or under the control of any service provider or repairer. We will assist you in every way possible, including telephonic legal advice, to resolve disputes with our contractors where loss or damage may have occurred while the vehicle was in their care.

We carefully select our service providers for value added services, but cannot guarantee quality of service. These service providers are not our agents or employees - we cannot be held responsible for their actions or omissions, or for any damage caused by their performance or failure to perform.

Where there is a need for clarification of terms and conditions or relating to your entitlements, our interpretation will be final.

3. Right to amend benefits, terms and conditions.

We are constantly striving to provide new and improved services to you. We reserve the right to amend benefits, including changing third party service providers. Terms and conditions and Membership benefits may be amended from time to time without written notice.

4. Up to date subscription.

Your subscription must be up to date for you to be eligible to use your Membership.

5. Cancellation of Membership.

Should you wish to cancel your Membership, please notify us in writing.

6. Debit Orders.

If you are paying by monthly debit order, your Membership year still runs for 12 months. If you wish to cancel your Membership, please notify us two months before the annual renewal date to enable us to stop the debit order in time. We automatically process rejected debit orders again on the next debit order date (1st, 15th and 25th day of the month).

Terms and Conditions

7. ***Your privacy rights.***

We hold your personal information securely and will not disclose it to any other person or organisation unless authorised by you. You have the right to access and correct the information at any time.

You agree to abide by our rules. Information will be used for administrative purposes, and to provide you with information relating to products and services from time to time. Where you are a Spouse Member, we may offer products and services to both of you in the household jointly or singly.

For this purpose, we include ourselves and any division, subsidiary, third party under contract or joint venture companies including AA Autobay, AA Finance and AA Insurance.

ERRORS AND OMISSIONS EXCEPTED.