



# ADDED VALUE

FOR FINES

*Added motoring  
peace-of-mind*

This is your  
**AA Added Value for  
Fines**

Membership Handbook



## Introduction

As a Member of the AA, you know you get so much more than the average roadside assistance service... and because we're a club, you know that the focus of our organisation is YOU.

As well as taking care of your emergency roadside needs, we look after your all round travelling experience too. And, our new AA Added Value products will do just that... adding even more value to your AA Membership.



get out there





**VISIT**  
**[www.aa.co.za](http://www.aa.co.za)**  
**for more**  
**details**

## Call Centre

For answers to your questions, or information about your AA Added Value product:

Call **0861 333 300**

Weekdays between 8am and 5pm

If you need to make a claim please contact our AA Added Value Claims Call Centre:

Call **0861 001 013**

Weekdays between 8am and 5pm

For the latest information about your AA Membership, your AA Added Value product, as well as the other products and services available to you:

Visit **[www.aa.co.za](http://www.aa.co.za)**

**Email:** [aasa@aasa.co.za](mailto:aasa@aasa.co.za)

**Post:** Customer Care  
PO Box 596  
Johannesburg  
2000

**Fax:** 086 524 2251

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**100% of  
discounts  
passed on  
to YOU!**

## AA Added Value for Fines

Most road users have been issued a fine for a minor road indiscretion at some time or another, yet often the fine is either not received, or it gets forgotten about, leading to problems at roadblocks, increased penalties, or in some cases even legal action.

AA Added Value for fines offers you a quick and easy solution, saving you time, money and embarrassment. You'll receive notice of all traffic fines in your name within days of being issued, ensuring you can receive the maximum settlement discount. We'll also check and verify that the correct process has been followed. Where there are discrepancies, we'll manage the required communication, and, where appropriate, we'll pursue any action required on your part to get fines reduced, or even squashed. As a subscriber, you'll get:

- ✓ **FAST**, efficient and proactive traffic fines monitoring and prompt notification
- ✓ **GUARANTEED** discounts on your fines, passed directly to you
- ✓ **EASY**, no fuss payment facilities, with no hidden cost to you
- ✓ **LEGAL** assistance to assess the legitimacy and validity of all your fines, and we'll contest your invalid fines on your behalf





## What AA Added Value for fines gives you

AA Added Value for fines will check your details against the traffic fines database on a regular basis. We will contact you immediately to inform you of any fines that have been issued, or any fines that are still outstanding, and request you to provide documents to support any claim for a fine reduction, such as a statement of the incident, as well as a copy of your driver's licence.

We will present the merits of a fine reduction on to the relevant traffic department on your behalf, and 100% of any recovery or discount will be passed back to you.

You will receive an invoice for your fines payments and, once paid on our secure site, we'll provide with you proof that fine has been settled and the fine has been cleared. In addition, you'll get:

- ✓ **SECURITY**, knowing that you are aware of any fines issued in your name
- ✓ **GUARANTEED** maximum discounts opportunity
- ✓ **RELIEF** from worrying about queues or the administrative nightmare of dealing with Traffic Departments
- ✓ **SAFE**, secure payment facility that provides proof of fine settlement for your peace-of-mind
- ✓ **LEGAL** and administrative support and representation on your fine related matters
- ✓ We'll even **CONTEST** fines on your behalf where there is a case to do so!
- ✓ **100%** of any recoveries or discounts passed back to you!



## What to do in the event of a claim

In the event that you have to lodge a claim against a Road Management Authority, you'll need to call our AA Added Value Claims Call Centre within 5 working days of the incident on 0861 001 013, weekdays between 8am and 5pm, to give us the particulars of your case. Once we have confirmed your AA Membership, we will give you a case number and:

- ✓ We'll assess the merits of your claim and advise if you have a case to claim.
- ✓ If you would like us to proceed with the claim, and we agree, then we will compile the claim file to be submitted to the relevant Road Management Authority.
- ✓ We will assist you with all the necessary administrative support and prepare the documents for submission.
- ✓ We will follow up with the Road Management Authority in order to obtain the compensation due to you.

To support your claim from the Road Management Authority, please have the following documentation available for our claims team:

- ✓ Two certified copies of your South African ID Document
- ✓ Your valid South African Driver's Licence
- ✓ The registration details of your vehicle
- ✓ Three written quotes to repair the damage
- ✓ The final invoice to repair the damage
- ✓ A declaration signed by you in front of a Commissioner of Oaths confirming that you are not claiming from your motor vehicle insurance, and that the information contained in the declaration is true
- ✓ If your vehicle is insured, a letter from your insurance company stating that you have not claimed against your insurance for the damage
- ✓ If your vehicle is not insured, a sworn affidavit stating that there is no insurance cover for the damage
- ✓ Please note that these requirements may vary according to the Road Management Authority.

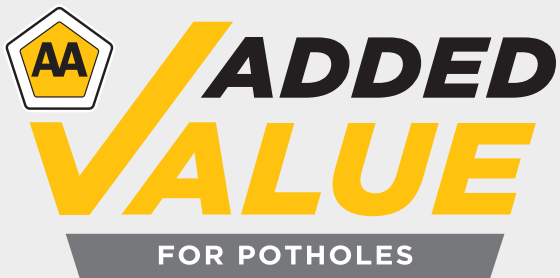




## Other AA Added Value products



Manages your claim against the Road Accident Fund when you suffer injury in a road accident... making sure you receive the compensation you're due.



Handles any claims you have against a road management authority as a result of damage to your vehicle from roadworks or hitting a pothole... ensuring you receive compensation, and saving you thousands in repair and replacement costs.

AA Added Value products can be bundled to give you the specific cover you need... and save you money too! Call **0861 333 300** for details



## Your comments

### Talk to us

- Can we improve our services?
- What are we doing right?
- What are we doing wrong?

Please let us know by emailing the Office of the Customer in our Service Recovery department at [servicerecoveryhelp@aasa.co.za](mailto:servicerecoveryhelp@aasa.co.za), or call our Customer Care department on **0861 000 234**, weekdays between 8am and 5pm.

### Keep your Membership up to date

Continue to enjoy all the rights and privileges of AA Membership and your AA Added Value for fines subscription by remembering to pay your Membership fees.

Choose the method that you prefer:

- To ensure you don't forget and your cover continues without interruption, pay by automatic recurring annual or monthly debit order, but remember to let us know if your bank details change
- Take life easy and make a hassle-free payment on our website. Alternatively, call us on **0861 000 234**, or visit an AA Accredited Sales Agent store near you.
- If you prefer, you can pay by cheque, direct deposit, electronic payment, credit card or EasyPay service



# Terms and conditions

**Please do take the necessary time to read our terms and conditions carefully and familiarise yourself with them. If anything is unclear, don't hesitate to phone our Customer Care department on 0861 000 234. As a valued AA Member, we'll be happy to guide and advise you.**

The AA Added Value for fines service is limited to traffic fines issued in your name only, within South Africa. At the time of the fine you must be compliant with all the legal and regulatory requirements of the Roads Acts of South Africa and other such relevant legislation.

- AA Added Value for fines does not assist with the AARTO de-merit points system.
- Fines are 'issued' once they have been posted onto [www.paycity.co.za](http://www.paycity.co.za) or [www.viewfines.co.za](http://www.viewfines.co.za). AA Added Value for fines cannot advise you of any fines not posted onto these websites.
- Should you receive a fine that has not been posted on one of these websites, please forward it to us immediately and we will manage it on your behalf.

AA Added Value for fines does not guarantee performance from any of the Traffic Departments.

You are not obliged to use the services of AA Added Value for fines to lodge your claim for discount with a Traffic Department, in the event of which we will not be liable for any costs you may incur.

## AA Membership and your AA Added Value product

AA Membership with AA Added Value product benefits is non-refundable, non-transferable and personal to you. Your benefits and entitlements do not cover incidents that happened before you took out your AA Added Value product.

We reserve the right to deny services to any Member who, in the AA's opinion attempts to receive service by deception, with no requirement to refund. Your AA Added Value product does not automatically cover your spouse and dependants, who should become Members in their own right.

## Resolving disputes

We carefully select our service providers for AA Added Value products, but cannot guarantee quality of service. These service providers are not our agents or employees. We cannot be held liable for their actions or omissions, or for any damage caused by their failure to perform. If there is a need for clarification of terms and conditions or relating to your benefits under this product, our interpretation will be final.

## Right to amend benefits, terms and conditions

We constantly strive to provide new and improved products and services to you. We reserve the right to amend the terms, conditions and benefits, including changing third party service providers. We will notify Members of material amendments in our Member communications.

## Up to date subscription

Your AA Membership and AA Added Value subscriptions must be fully up to date for you to be eligible to use your Membership and Added Value benefits.

## Cancellation of your AA Added Value product

Should you wish to discontinue your cover, please provide 30 days' notice in writing prior to your anniversary date to avoid any cancellation fees.

- Members who have taken out AA Added Value products as a result of a direct marketing offer, and have not utilised the benefits, have the right to cancel in writing within five business days of the date on which the agreement was concluded.
- Please note that there will be no additional cooling off period(s) during the year of cover, regardless of any changes made to that product.
- AA Added Value products are 12-month subscription products and are activated from the date payment is received.
- AA Added Value products are supplementary to your AA Membership and will renew on the date of your AA Membership.
- AA Members will be notified in writing through the mail, between 40 and 80 days of the approaching renewal date of their AA Added Value product, irrespective of the preferred payment method. Please ensure that your contact details are kept up to date by calling 0861 000 234, or updating your details on our website at [www.aa.co.za](http://www.aa.co.za).
- The AA cannot be held responsible for renewal notices not being received as a result of a Member not updating their contact details.
- Members who wish to cancel their AA Added Value product within their current 12 month subscription period must provide 20 business days' notice in writing, and will remain liable for any amounts due in that period, as well as a cancellation fee, which will be calculated at the time of cancellation.

## Payment of your subscription

- The payment method for your AA Added Value product subscription will be the same as that selected for your AA Membership fees.
- Members who have selected an annual or monthly debit order payment will automatically be renewed on a month to month or annual basis until cancelled by the Member.
- Rejected debit orders are automatically re-submitted on the next debit order date (1st, 15th and 25th day of each month).

## Your privacy rights

- We hold your personal information securely and will not disclose it to any other person or organisation unless authorised by you. We have the right to access and correct the information at any time.
- As an AA Member you agree to abide by our terms and conditions. Your details will be used for administrative purposes, and to provide you with information relating to products and services from time to time.
- For this purpose we include ourselves and any division, subsidiary, third party under contract, or joint venture companies, including AA Insurance.

## ERRORS AND OMISSIONS EXCEPTED.

