



ADDED VALUE

FOR POTHOLES

*Added motoring
peace-of-mind*

This is your
AA Added Value for
Potholes

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





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**

Email: aasa@aasa.co.za

Post: Customer Care
PO Box 596
Johannesburg
2000

Fax: 086 524 2251

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**Your
family are
covered
FREE!**

AA Added Value for Potholes

Potholes are a reality on South African roads. Heavy traffic, rain damage and lack of road maintenance ensure that they're here to stay. All South African motorists have had to dodge a pothole or two on the road, but it's not always possible. And when a vehicle does hit a pothole, serious damage can result.

AA Added Value for potholes will handle 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 the compensation you're due, and saving you thousands in repair and replacement costs. As a subscriber, you'll get:

- ✓ **PROFESSIONAL** case management and claim settlement assistance with the relevant Road Management Authority
- ✓ **DEDICATED** telephonic claim registration and tyre assessment services
- ✓ **FREE** assistance with quotes for replacement tyres and/or rims with preferential rates through AA tyre retail partners
- ✓ **100%** of recoveries paid out to you





What AA Added Value for potholes gives you

AA Added Value for potholes assists you to formalise and lodge claims against the relevant road management authority to recover the cost of vehicle damage as a result of roadworks or hitting a pothole. Knowing how much tyres and rims are these days, we'll help you to recover the money that you've been forced to pay out to repair the damage. In addition, you'll receive:

- ✓ **LEGAL** support and representation
- ✓ **DEDICATED** telephonic claim registration, with quick and effective service... and no fuss or inconvenience
- ✓ **PROFESSIONAL** case management and claims settlement with the relevant Road Management Authority to help you obtain maximum possible compensation for tyres, wheel rims and mags damaged as a result of roadworks or hitting a pothole.
- ✓ **FREE** case management and claim settlement facilitation with all the relevant Road Management Authorities
- ✓ **FREE** tyre assessment services, assistance with quotes for replacement tyres and access to preferential rates through AA tyre retail partners
- ✓ **PROACTIVE** follow-ups to make sure potholes are repaired to prevent future incidents
- ✓ **NEGOTIATED** discounts on tyre related products such as tyre replacement and normal wear and tear from Tiger Wheel & Tyre

You won't have to worry about queues or administrative nightmares... and you'll get your cash much quicker!



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 will 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:

- ✓ 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.



Alerts you to any traffic fines issued against your name to make sure you don't get any nasty surprises... and saves you money too, with guaranteed settlement discounts, even contesting fines on your behalf where there's a case to do so!

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, 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 potholes 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 potholes service is limited to irreparable tyre, rim and mag wheel damage as a result of roadworks or hitting a pothole on a road within the borders of South Africa. Please note that:

- we can only assist you in respect of vehicles owned by you, your spouse and dependants
- no claim can be made against a Road Management Authority if you have already claimed, are in the process of claiming, or intend to claim from your motor vehicle insurance for the damage
- incidents must be reported to us within 5 (five) working days of the occurrence
- at the time of the incident you must be compliant with all the legal and regulatory requirements of the Road Traffic Acts of South Africa and other such relevant legislation.

AA Added Value for potholes does not guarantee performance from Road Management Authorities.

You are not obliged to use the services of AA Added Value for potholes to lodge your claim with a Road Management Authority, 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

Where our assessor does not substantiate the merits of your case, we will not proceed with a claim. If this is in conflict with your view, or there is a material conflict between your assessment of the situation, and that of our assessor, the case will be referred to the AA Added Value advisory panel for review. This panel will consist of an admitted attorney and a tyre expert from a leading retailer. The costs of this review process will be for your account.

You are free to obtain outside second opinions at all times, but the cost of these opinions will not be covered by your AA Added Value product, unless prior approval is obtained in writing.

Any costs incurred as a result of assistance by an outside party will not be covered by your AA Added Value product, unless prior approval is obtained in writing.

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.
- 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.

