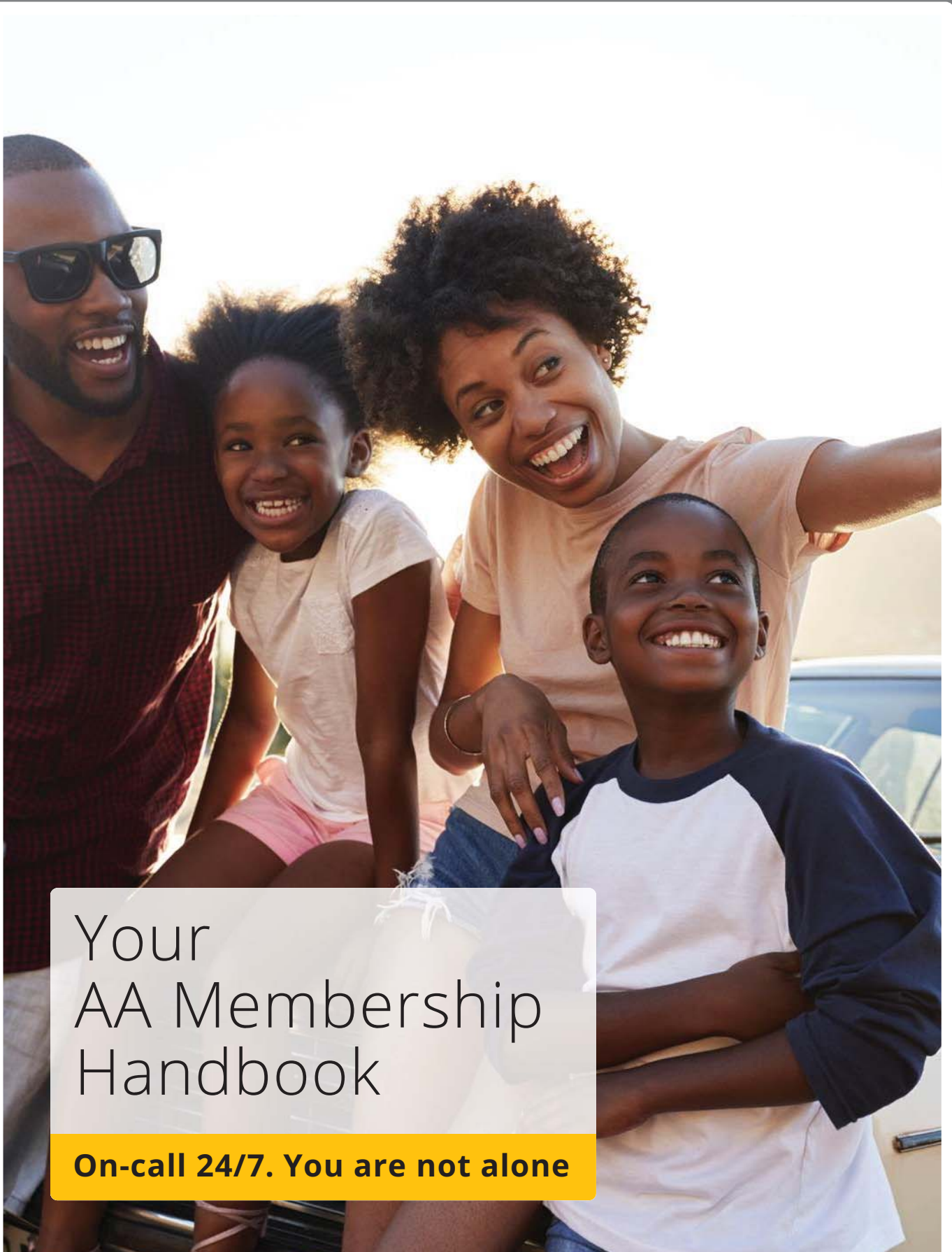




ANYWHERE. ANYTIME.



Your AA Membership Handbook

On-call 24/7. You are not alone



Welcome to the AA family

Your AA Membership includes all the exclusive benefits and services for which we are known and, because our focus is on giving our Members exceptional value, you get a host of new benefits and added value services to enhance your lifestyle and make motoring more affordable.

Everything you need to take advantage of your new benefits and exclusive savings is in this handbook. Keep it somewhere safe so you don't lose out.

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How to take advantage of your AA Membership benefits

1

My AA Membership Portal

Register on your My AA Membership Portal and activate your benefits.



Your Mobile Panic Button!



2

Download the AA App

Scan this QR code and download the AA App for your phone



3

0861 000 234

Save our number on your phone to use in case of an emergency



4

Read this Member Booklet

And familiarise yourself with your Membership benefits



AA Stickers: Visit your nearest AA Accredited Sales Agent to collect your "Do Not Tow" and **Licence Disk** stickers. Go to AA.co.za for details.



Now you're ready to make the most of your AA Membership and **Members Only** benefits

Your AA Membership

We cover you and not just your car. As an AA Member you get critical emergency medical rescue for you and your family, vehicle breakdown assistance, towing and long distance travel.

AA Mayday

Emergency medical assistance & transport at home & on the road.

AA Roadside Rescue

Mobile battery sales, jump starts, locksmith, tyre change, etc.



AA Long Distance Travel

Accommodation assistance or car hire.

AA Accident Towing

Accident, attempted theft & pothole damage towing.

Benefits and their limits are determined by the package you select, make sure that you have chosen one that meets your needs

IMPORTANT NOTICE :

From 29 February 2020, AA Stand By You will not be included as an AA Member Benefit.

The AA offers AA Armed Response, armed personal security available anywhere anytime.

Subscribe via the AA app for only R25 per month. Members save up to 50% on a subscription for a family of four.



ACTION

ADVANTAGE

ADVANTAGE +

Rewarding you as a Member of the AA Family

AA MAYDAY

Emergency Medical Rescue

INCLUDED

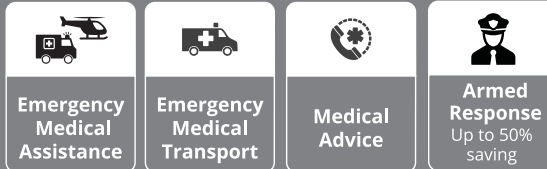
Fair Use – please refer to call-out Ts & Cs

INCLUDED

Fair Use – please refer to call-out Ts & Cs

INCLUDED

Fair Use – please refer to call-out Ts & Cs



When you have an **accident or medical emergency**

AA ROADSIDE RESCUE

Vehicle Breakdown Services

INCLUDED

40km per round trip
2 Call-outs per annum

2 Fuel rescues

INCLUDED

100km per round trip
Fair Use – please refer to call-out Ts & Cs

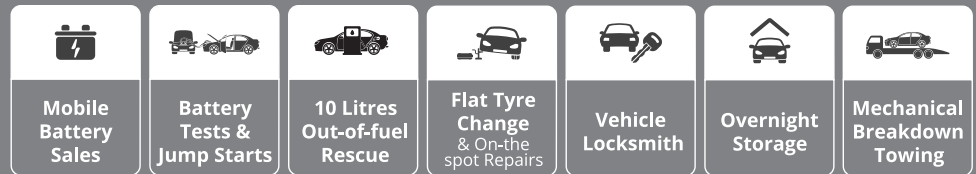
2 Fuel rescues

INCLUDED

200km per round trip
Fair Use – please refer to call-out Ts & Cs

2 Fuel rescues

When your **car breaks down**



AA ACCIDENT TOWING

NOT INCLUDED

Available at Member rates

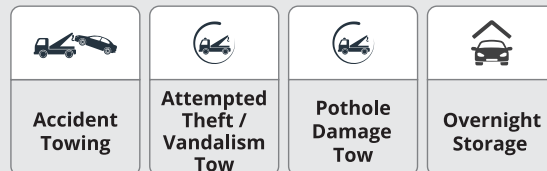
NOT INCLUDED

Available at Member rates

INCLUDED

200km per round trip
Fair Use – please refer to call-out Ts & Cs

If your car has been in an **accident, vandalised, in an attempted theft** or you've hit a **pothole**.



AA LONG DISTANCE

Travel Benefit

NOT INCLUDED

Total Limit R3000

Accommodation Assistance

R320 per person for up to 5 individuals

Long distance tow available at Member rates

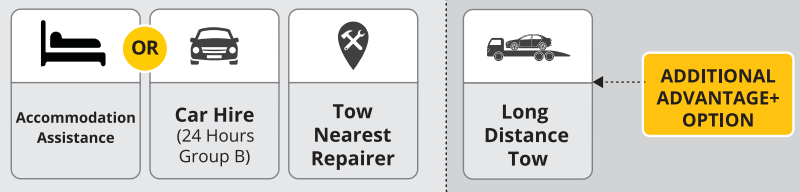
Total Limit R5000

Accommodation Assistance

R320 per person for up to 5 individuals

Includes long distance tow option

When you **break down** more than **100km from home**



AA Membership Ts & Cs apply. *Subject to registration and activation

AA Mayday

In a medical emergency, when speed and quality of service are essential, professional assistance can make the vital difference.



Call **0861 000 234**



Download the AA app and use the rescue panic button.



24-hour emergency medical rescue for emergencies in your car, at home, at work or on holiday.



Home medical emergency assistance

For you, your spouse & your dependants aged below 25, if they are living with you.



Emergency Medical Transport

Where required, medical road or air evacuation to the nearest relevant medical facility.

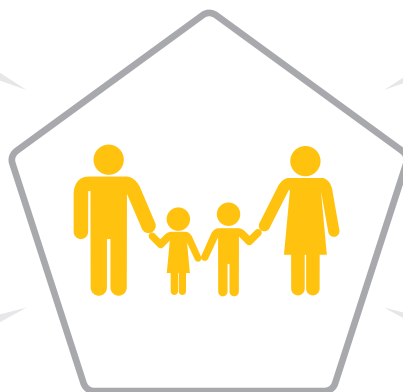


On-the-road medical emergency assistance

Includes your spouse & your dependants aged below 25, if they are travelling with you.



Transfers between medical facilities



Telephonic Medical Advice

- Information on drugs & medicine
- Rape & trauma crisis advice, & counselling.



NEW

Savings on AA Armed Response

- R35 per month. Members pay only R25
- Save up to 50% on a subscription for a family of four.



AA Roadside Rescue

Your safety on the road and peace-of-mind while travelling are as important to us as they are to you. That's why we provide you with the most comprehensive on-the-road services.



Call **0861 000 234**



Download the AA app and use the rescue panic button.



Our patrol services are all about getting you back on the road quickly and without fuss. So we come to you wherever you are.



Fuel to reach a filling station
2 fuel call-outs if you run out.



On-the-spot minor repairs
(subject to availability)



Mobile Battery Service
24/7 Always-on-call mobile battery sales, tests and jump-starts.



Locksmith Service
Opening your car if you've locked your keys inside.



Flat tyre change
& on-the-spot repairs.



Mechanical Breakdown Towing
(subject to package limits)



Overnight Storage
& on-the-spot repairs.



Motor-related Technical Advice
Expert mechanics provide advice on a range of topics from vehicle running costs, to advice on where to take your car to be serviced or repaired.



Motor-related Legal Advice
Legal advice on everything related to owning and operating your car, such as road traffic laws, insurance, warranties, guarantees, buying & selling cars, and accident damage recovery claims.

AA Accident Towing

We make sure that you are never left without help at the side of the road and we tow you if your vehicle has been involved in an accident, or because of an attempted theft **or pothole damage**.



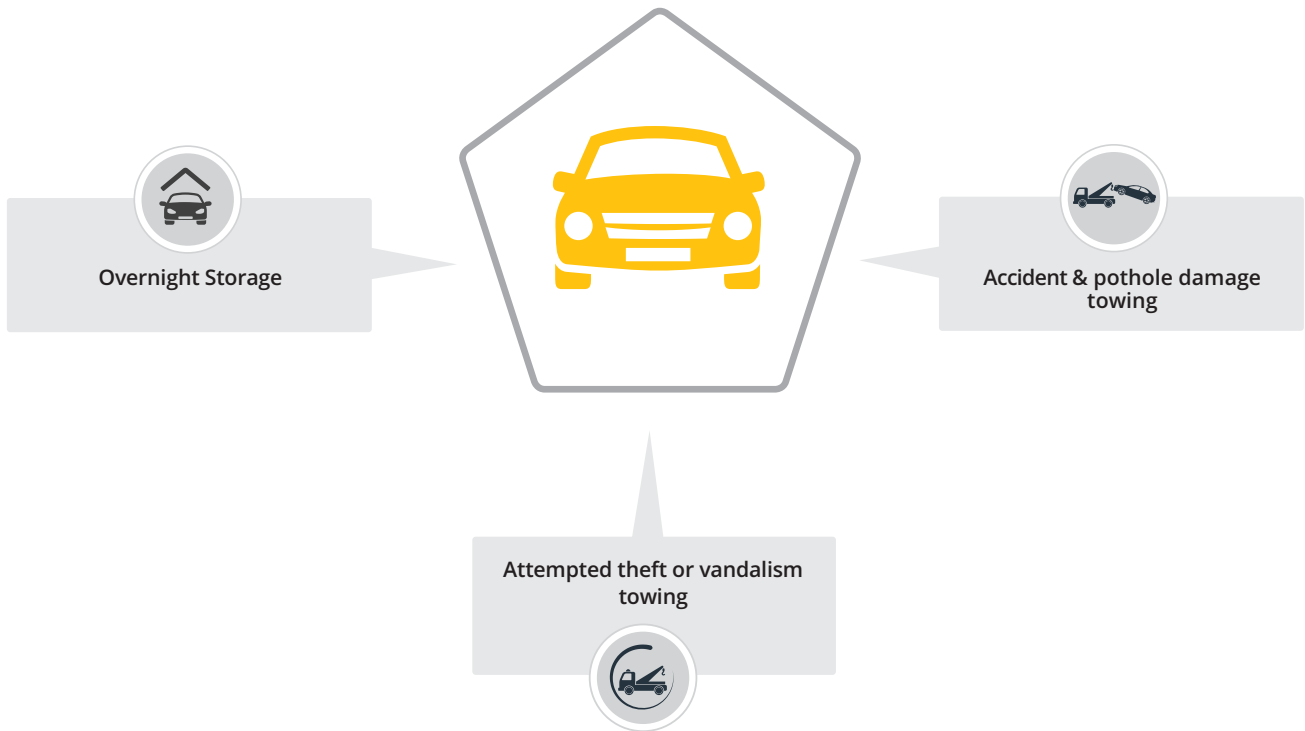
Call **0861 000 234**



Download the AA app and use the rescue panic button.



Included in the AA Advantage+ package.
Available on request to AA Members on other packages
at AA Member rates.



AA Long Distance Travel Benefits

Breaking down far from home can be stressful, that's why the AA Advantage & Advantage+ packages include towing, accommodation or car hire for breakdowns over 100km from home.



Call **0861 000 234**



Download the AA app and use the rescue panic button.



When you break down more than 100km from home, we'll assist with towing, accommodation or car hire.



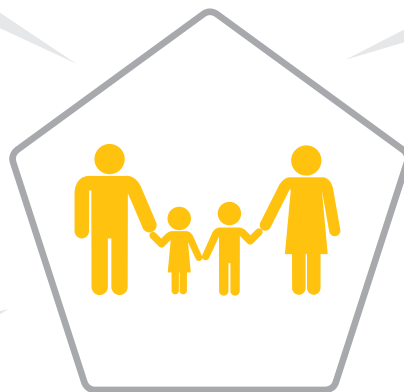
Towing to the nearest repairer



Long Distance Tow
AA Advantage+ package includes a long distance tow as an alternative option.



Accommodation Assistance
R320 per person per night for up to 5 individuals.



Car Hire
As an alternative to accommodation assistance, where relevant you can select car hire, which includes a Group B for 24-hours.

AA Armed Response

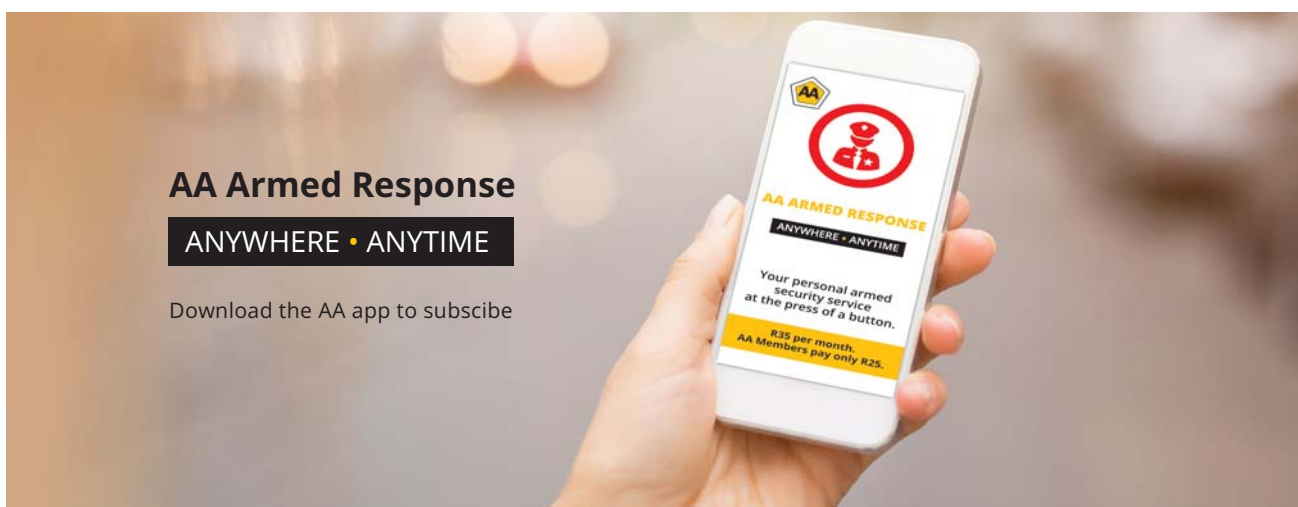
We'll make sure you and your loved ones are safe with AA Armed Response. Simply press the panic button in the AA app when you're feeling unsafe, and we'll come to you and the ones you care about. **Anywhere. Anytime.**



Call **0861 000 234**



Download the AA app and use the rescue panic button.



AA Armed Response

ANYWHERE • ANYTIME

Download the AA app to subscribe

AA Armed Response isn't just for you, show how much you care and give your loved ones the gift of safety.

When you subscribe to AA Armed response, you can easily add an AA Armed Response subscription for your loved ones:

1. Add the details of the recipient to your subscription
2. We will send them an SMS with their activation code
3. To activate AA Armed Response, they will need to download the AA app and enter their activation code.

AA Members save 50% on subscriptions for a family of four

R35 per month. AA Members pay only R25.

 AA.co.za

Contact us

No matter your emergency or query call...



0861 000 234

SIMPLY FOLLOW THE PROMPTS

- Option 1:** Medical, roadside and home assist emergencies.
- Option 2:** Membership renewals, Membership sales, customer care, and payment enquiries.
- Option 3:** Other options
 - Option 1:** Technical advice, running cost and referral to AA Approved Repairers
 - Option 2:** Motor-related legal advice
 - Option 3:** Travel, switchboard and other enquiries

ADDITIONAL INFORMATION:

TRAVEL DOCUMENTS, AA MAPS AND OTHER AA PUBLICATIONS

Contact an AA Accredited Sales Agent store.
Visit our website for more information.

www.aa.co.za

AA INSURANCE SUPERMARKET

0861 001 000

AA WARRANTIES

0860 267 267

AA APPROVED REPAIRERS

Visit www.aa.co.za and click on Accredited Sales Agents and Approved Partners.

www.aa.co.za

AA QUALITY ESTABLISHMENTS

Give yourself a well-deserved holiday.
View our AAQA establishments online.

www.aatravel.co.za



AASouthAfrica



@AASouthAfrica
@MyAATraffic



Visit one of our
AA Accredited
Sales Agents



The Automobile
Association of
South Africa

HEAD OFFICE

ADDRESS

Denis Paxton House
4 Hyperion Road
Barbeque Downs
Kyalami, Midrand.

POSTAL ADDRESS

Customer Relations
PO Box 596
Johannesburg
2000.

CONTACT

E-mail: aasa@aasa.co.za
Web: www.aasa.co.za



AA Membership Terms and Conditions

By becoming an AA Member you are agreeing to be bound by these terms and conditions.

In these terms and conditions:

'Accident' means any incident which causes damage to a vehicle;

'Insured Event' is an event which is covered by most comprehensive vehicle insurance policies. This includes an Accident, hitting a pothole, a vehicle catching fire and attempted theft of a vehicle;

'Urban' means the City of Johannesburg, central Ekurhuleni, Tshwane, Cape Town and some surrounding areas, Port Elizabeth, Bloemfontein, Mbombela, Durban and some surrounding areas, Rustenburg and Polokwane;

'Rural' means those areas which are not Urban areas; and

'We', 'us', 'our' and like terms refer to the Automobile Association of South Africa NPC (**'AA'**) (and where applicable our service providers) and **'you', 'your'** and like terms refer to you, the individual AA Member. **'Member'** and **'Membership'** refers to membership of the AA.

Only natural persons may be AA Members, and the benefits of AA Membership are for non-commercial purposes only.

You take responsibility for any person receiving any services from us also abiding with these terms and conditions.

Unless otherwise stated, Membership and the associated benefits are personal to you i.e. benefits are not transferable and do not extend to family members or other passengers. Spouses and dependants of Members qualify for reduced Membership rates.

Membership is for a 12 month period from the date of activation. Your payments must be up to date for you to be entitled to the benefits of Membership.

You have the right to cancel your Membership in writing within five business days of the date on which your Membership becomes active (the 'cooling off period'). The following refund policy will apply for Members cancelling within the cooling off period:

- If you have utilised any of our services during the cooling off period, you will receive a full refund of the total Membership fee paid, less our charges for services rendered. If the charges for services rendered amount to more than the total Membership fee paid, the additional amount for the services rendered will be payable by you. If you were paying for your Membership by direct debit you authorise us to take the relevant additional amount from your nominated account by direct debit. Such assistances will **not** be charged at Member-preferred rates.

- If you did not utilise any of our services during the cooling off period, you will receive a full refund of the total Membership fee paid.

If you wish to cancel within the 12 month Membership period you must provide 20 business days' notice in writing, and will be liable to pay a reasonable cancellation fee, which will take benefit usage into consideration. Please see below regarding the deemed cancellation of your Membership due to unpaid debit orders.

To be eligible to receive any services you must be present at the vehicle/incident scene and produce personal identification in order to confirm your AA Membership.

Membership entitlements do not cover incidents that happened before you joined us.

We provide services in South Africa. Should you require assistance in Lesotho, Swaziland, Namibia or Botswana we shall attempt to assist but do not guarantee that we can assist.

We do not guarantee response times since these will vary depending on various factors e.g. location, traffic, weather conditions and the demand for assistance at the time of your request.

It is your responsibility to keep your contact details up to date.

We may introduce new services and/or amend and/or cancel existing services without prior notice.

Without prejudice to any of our other rights, we reserve the right to deny services and refunds to, and cancel the Membership of, any Member who in our opinion is or has been, abusive, threatening or violent toward any AA staff member, or who attempts to receive services (including refunds) by deception.

We may amend any of our terms and conditions at any time. The amended terms and conditions shall take effect from the date they are published on our website.

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

Payment for any service is not guaranteed unless our prior authorisation has been obtained.

Where payment is required for services over and above your entitlement, you will be required to make the payment prior to, or on completion of the service. You may be required to pay the service provider directly. We offer no warranties with regard to any of the services we offer.

All our terms and conditions contain the entire agreement between you and us and we shall not be bound by any undertakings, representations or warranties not recorded in them.

No indulgence, latitude or extension of time we may grant or show to you shall constitute a novation of our terms and conditions, nor shall it in any way prejudice us or preclude us from exercising any of our rights in the future.

In order for us to be able to locate you and your vehicle you must provide us with the correct and accurate location. We recommend you download the AA App to ensure accuracy and speed of response. If you provide incorrect or incomplete information it may result in delay and/or additional costs for your account.

1. PERSONAL INFORMATION

We hold your personal information securely. Please see our **PRIVACY POLICY** for further details <https://www.aa.co.za/privacy-policy>.

2. DEBIT ORDERS

Your Membership will lapse and you will not be entitled to receive any benefits if your debit order is unsuccessful. We may automatically re-submit the debit order up to three times on the next debit order run (1st, 15th and 25th of the month). We may contact you during a period of 150 days following the first failed debit order to attempt to rectify the non-payment(s). If your Membership has not been restored during this period it will be deemed to be cancelled and you will be required to pay, without prejudice to any of our other remedies, a reasonable cancellation penalty which will partly depend on how many of our services you have used during your Membership.

3. BENEFIT LIMITS

The entitlements per Membership option per 12 months of Membership (calculated from the date you activated or renewed your Membership) are set out in the table below. Note that some services e.g. Fuel Rescue are limited.

4. LIMITATION OF LIABILITY AND INDEMNITY

To the fullest extent permitted by law neither we nor our service providers will be liable for any loss or damage suffered as a result of any services we or our services providers render, or fail to render.

Without prejudice to any other remedy available to us, you indemnify us and our service providers against any loss or damage suffered by us and/or our service providers as a result of you and/or any person receiving a service via your Membership breaching any of our terms and conditions. This benefit may be accepted by our service providers at any time.

Please note: Not all Membership options include tows required as a result of an Insured Event

In the event that you have used up your entitlements you may continue to make use of our services at preferential Member rates.

BENEFIT	AA Jubilee	AA Action	AA Advantage (incl. 60+)	AA Jubilee+	AA Advantage+ (incl. 60+)
Assistances per Subscription Period	2	2	Fair use*	Fair use*	Fair use*
Tow Roundtrip Entitlements (see below for the definition of a roundtrip)	40km	40km	100km	200km	200km
Tow due to Mechanical or Electrical Breakdown	✓	✓	✓	✓	✓
Tow due to an Insured Event	X	X	X	✓	✓
Overnight Storage	1	1	1	1	1
PATROL					
Tyre Change	✓	✓	✓	✓	✓
Jump Start	✓	✓	✓	✓	✓
Battery Testing	✓	✓	✓	✓	✓
Battery Sales & Replacement	✓	✓	✓	✓	✓
Locksmith	✓	✓	✓	✓	✓
Fuel Rescue	2	2	2	2	2
Emergency Medical Rescue	✓	✓	✓	✓	✓
Message Relay	✓	✓	✓	✓	✓
Remote Panic Button on AA App	✓	✓	✓	✓	✓
My AA Self Service Portal	✓	✓	✓	✓	✓

EXTENDED BENEFITS WALLET	AA Jubilee	AA Action	AA Advantage (incl. 60+)	AA Jubilee+	AA Advantage+ (incl. 60+)
Long Distance Tow	Pay on use	Pay on use	Pay on use	✓	✓
Accommodation	Pay on use	Pay on use	✓	✓	✓
Car Hire	Pay on use	Pay on use	✓	✓	✓

VALUE ADDED PRODUCTS	AA Jubilee	AA Action	AA Advantage (incl. 60+)	AA Jubilee+	AA Advantage+ (incl. 60+)
Motor Related Legal Advice Line	✓	✓	✓	✓	✓
Motor Related Technical Advice Line	✓	✓	✓	✓	✓
Medical Advice Line	✓	✓	✓	✓	✓
AA Traveller Magazine	Optional Subscription	Optional Subscription	Optional Subscription	✓	✓
Taxi Service	Pay on use	Pay on use	Pay on use	Pay on use	Pay on use
Pothole Damage Assist	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription
License Renewals	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription
Accident Claim Assist	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription
Fines Assist	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription	Optional Subscription

* Each assistance in excess of 5, or where the number of unique vehicles per customer is in excess of 2, will be individually considered in terms of the AA's FAIR USE POLICY.

5. TOWING DISTANCES

In Urban areas the towing roundtrip distance is double the distance from the breakdown location to the location the vehicle is delivered to. In Rural areas the roundtrip distance is the total roundtrip distance covered by the tow truck from the location it is dispatched from back to the point it was dispatched from. Please refer to **TOWING SERVICES** for further details.

6. FAIR USE POLICY

The AA is a non-profit company. The prices and benefit entitlements for each Membership option have been carefully calculated using industry norms and our own historical usage patterns. It is therefore imperative that benefits are not abused. The AA reserves the right to exclude assistances where it becomes apparent to the AA, in its discretion, that the number or type of assistances requested by a Member is unreasonable. In addition, the AA reserves the right to exclude assistances where the total number of vehicles that are the subject of these assistances is deemed by the AA, in its discretion, to be higher than would normally be owned by any one person. In coming to such a decision the AA will take into account the historical usage of benefits by that Member.

7. PATROL SERVICES

Patrol Services are only available in Urban areas and provide the following assistance:

7.1 General roadside assistance

Roadside assistance is limited to the assistances detailed below, minor electrical and mechanical diagnoses, changing a flat tyre and jump starts. Our roadside assistance service does not carry out repairs to vehicles. If we dispatch a patrol vehicle but your vehicle remains immobilised, we shall tow your vehicle in accordance with your towing benefit entitlements.

7.2 Fuel Rescue

If your vehicle runs out of fuel, we will supply up to 10 litres of fuel to allow you to reach the nearest filling station. If you require more than 10 litres of fuel, you will be liable for the cost of the additional fuel. Please refer to **BENEFIT LIMITS** for further details. All fuel rescue assistances are subject to us being satisfied that the vehicle has actually run out of fuel.

7.3 Keys locked in vehicle

We shall assist you if you lock your keys in your vehicle. If our patrol service is unable to assist we shall procure the services of a locksmith and **will cover the cost up to R643 (including VAT). Any additional cost will be for your account.** We only cover the cost of the call out and for unlocking the vehicle. We will not, for example, cover the costs of the repair/replacement of locks, ignition switches or

key cutting. Please note a locksmith may be unable to assist in the case of keyless entry vehicles etc. You may be required to pay the locksmith directly and recover the cost from us – see **REFUNDS** below.

7.4 Flat tyre change

We shall change a flat tyre with your spare tyre if we are able to e.g. we shall not be able to change your tyre if your spare tyre is not in a roadworthy condition or if we are unable to remove the spare tyre from its housing. If we are unable to change the tyre or if your vehicle does not have a spare tyre we shall tow your vehicle in accordance with your towing benefit entitlements. We do not pay for the repair of a damaged tyre or rim.

7.5 New batteries

If your vehicle's battery cannot be jump-started, we can sell and fit a new battery at preferential Member rates on the spot, subject to availability. If we are unable to assist we shall tow your vehicle to a battery shop in accordance with your towing benefit entitlements.

All batteries come with a national 24 month battery warranty. Should an AA-supplied battery be replaced within the 24 month warranty period, only the balance of the original warranty period will apply.

The price of the new battery is based on the return of the old battery to the AA for environmental and safe disposal. If you wish to retain your old battery, a scrap charge will apply.

IMPORTANT NOTIFICATION

AA Stand By You will be discontinued as an AA Member Benefit from 29 February 2020.

8. TOWING SERVICES

Please note if we tow your vehicle you are also agreeing to the additional terms and conditions set out below under **IMPORTANT INFORMATION**.

If you are further than 100km from your home please refer to **EXTENDED BENEFITS** below.

Please note that only AA Jubilee+ and AA Advantage+ Membership options include tows required as a result of an Insured Event.

Only the following vehicles may be towed:

- i. vehicles in which you as a Member were travelling (either as a passenger or a driver), or if a vehicle owned by you will not start;
- ii. vehicles having a gross vehicle mass of less than 3.5 tons;
- iii. vehicles that may be legally used on South African public roads;
- iv. vehicles that do not exceed 5.5m in length, 2.5m in width or 2.6m in height; and
- v. vehicles in a roadworthy and working condition prior to the incident.

We shall attempt to provide assistance in relation to motorbikes, caravans and trailers but do not guarantee that we can assist. Taxis and other vehicles used for commercial purposes are not covered.

We are only able to tow vehicles that are accessible e.g. the keys must be available to enable us to enter the vehicle and to unlock the steering mechanism.

If your vehicle is loaded, we are not responsible for the load and may require you to remove the load before rendering any service.

Depending on the information you give us we will decide in our discretion whether to send a patrol vehicle or to send a tow truck. If necessary, we will tow your vehicle to a place of safety or repair of your choice.

Save as set out below, vehicles will only be towed from the scene of the breakdown or Insured Event.

You must remain with your vehicle and present identification when our service vehicle arrives. If you are not at the vehicle when the service vehicle arrives the service vehicle may leave the scene.

Should the tow occur after hours and no repair centre is open, or if your preferred repairer is unable or unwilling to accept the vehicle, the AA will ensure the vehicle is safely stored, either by towing it to your home or to the AA or an AA-approved storage facility. The first night's storage is free but any storage costs (charged at a daily rate) over and above this will be for your account. The following morning we will tow your vehicle to a place of safety or repair of your choice.

Tow truck drivers are not permitted to attempt any repairs.

You are responsible for booking your vehicle with a repairer, although we will assist with bookings with AA Quality Assured repairers where possible.

In instances where an AA tow truck is not available one of our AA-approved contractors may be used. You may be required to pay the AA-approved tow contractor we have dispatched and request a refund from the AA – please refer to **REFUNDS** below.

If you cancel a tow after we have dispatched a tow vehicle, this will count as an assistance in terms of your Membership entitlement. Where specialised recovery or salvage equipment is needed, the cost of equipment and labour will be for your account.

If you do not wish to use our **TAXI SERVICE** offering (see below), our tow trucks will give a lift to those passengers up to the legal capacity of the towing vehicle to the place where your vehicle is to be dropped off. Any further travel will be for your own account. Please note this applies to tow trucks only and not our Patrol vehicles. No passengers are allowed in a vehicle being towed or transported. We can assist you in arranging additional transport for passengers who cannot be accommodated in the tow truck, but the costs will be for your account.

Should you breakdown with your pet, the AA will transport your pet in the AA tow truck cabin if your pet can be placed into a proper transporting cage provided by you. Should this not be possible, your pet will be required to travel in the vehicle being towed. In the event you are incapacitated, the AA will attempt to coordinate the rescue of your pet from the breakdown scene in conjunction with the SPCA and inform you of your pet's whereabouts as soon as possible. Although every effort will be made to ensure your pet's safety, we do not accept responsibility for your pet's well-being.

9. TOWS REQUIRED AS A RESULT OF AN INSURED EVENT

Please note tows required as a result of an Insured Event are included in the towing benefit entitlement in the case of AA Jubilee+ and AA Advantage+ Members only. Other Members will be charged on a pay-on-use basis at preferential Member rates. If your insurance company instructs us to tow the vehicle to a specific destination (for example for the vehicle to be assessed), we shall tow the vehicle in accordance with your insurance company's instruction. Only one such tow is allowed per vehicle per incident, although if the tow occurs after hours and no repair center is open, or if your preferred repairer is unable or unwilling to accept the vehicle, the AA will ensure the vehicle is safely stored, either by towing it to your home or to the AA or an AA-approved storage facility. The first night's storage is free but any storage costs (charged on a daily basis) over and above this will be for your account. The following morning we will tow your vehicle to a place of safety or repair of your choice.

10. EXTENDED BENEFITS

These terms and conditions apply if you require assistance more than 100km from your home. Your home address must be correct on our records in order for you to be eligible for Extended Benefits.

This benefit is only available in South Africa.

Not all Membership options include Extended Benefits and all Extended Benefits are subject to various limits – please refer below and to **BENEFIT LIMITS**.

Please note in particular:

- Extended Benefits are only available 72 hours after your AA Membership has been activated; and
- Extended Benefits are only paid by us to the extent you have sufficient funds in your Extended Benefit wallet. Anything exceeding this will be for your account.

If you require assistance more than 100km from your home we shall determine which one of the following three options is most appropriate for the situation subject to us being provided with proof that your vehicle has broken down or is not driveable as a result of an Insured Event:

10.1 Accommodation

We will arrange and pay for overnight accommodation, subject to availability, for you and up to four passengers travelling with you. The choice of overnight accommodation is at the discretion of the Emergency Call Centre, and we will cover the cost of bed and breakfast accommodation only, to a maximum of R320 per person. You may need to settle the accommodation account and claim back from us – see **REFUNDS** below. Any costs over and above the accommodation costs covered by us will be for your account.

Please note your normal towing benefit remains available to you as per your Membership entitlement.

OR

10.2 Transport arrangements

If you prefer to continue your journey, or to return home, we will arrange transportation to help you reach your destination by the most direct route. If, at our discretion, car hire is the most suitable arrangement, we will pay for one day's (24 hours) car hire for a Group B Vehicle. You will be required to sign a separate agreement with our service provider containing their standard terms and conditions. We will only be responsible for the car hire cost (with the service provider's standard waiver), the kilometre and the delivery charges. You will be personally responsible for all other costs. These costs may include, but are not limited to:

- One way drop off fee;
- Excesses upon an insurance claim;
- Additional insurance;
- Charges for baby seats;
- Valet charges;
- E tolls;
- Traffic fines and traffic fine administration fees.

The maximum amount payable towards this assistance is R1,600.

If, at our discretion, you require transport to fetch your vehicle after it has been repaired, we may, provided the place of repair is more than 100km from your home, pay for another day's car hire on the same terms and conditions set out above.

Please note your normal towing benefit remains available to you as per your Membership entitlement.

OR

10.3 Long distance towing

We will tow your vehicle at Member-preferred rates until your Extended Benefit wallet is exhausted. Once you exceed the available funds, you will be responsible for the additional towing charge.

Please note your normal towing benefit remains available to you as per your Membership entitlement. This can be added to your Long distance towing benefit. Once this tow distance is exceeded the costs will be for your account at preferential Member rates.

The Extended Benefit wallet may only be used for Extended Benefits provided by us. Unused funds in your Extended Benefit wallet do not roll over and may not be cashed out.

11. IMPORTANT INFORMATION

If we tow your vehicle you are agreeing to the following:

- **If you do not specify a destination to which the vehicle must be towed, we shall tow the vehicle to a destination we in our discretion deem to be suitable.**
- **You agree to pay for all charges not covered by your Membership entitlement without set-off or deduction. These charges are either payable in advance or on presentation of an invoice, whichever is the earlier. We reserve the right to charge interest at the maximum permissible rate on unpaid charges from the date the payment became due to the date of payment compounded monthly in arrears. If we approach an attorney to recover our charges, you agree to pay our legal costs on an attorney and own client scale.**
- **We have a lien over the vehicle as security for all amounts due to us.**

- You warrant that you are the owner of the vehicle being towed or have the authority of the owner to have the vehicle towed. Without prejudice to the general indemnity stated earlier in these terms and conditions, you indemnify us against any loss or damage suffered by us as a result of this warranty not being true.
- You agree that should the vehicle not be reclaimed within 90 days from the date of towing, or should your indebtedness not be settled within 90 days after having become due, we shall be entitled, without further notice:

- to sell the vehicle in such a manner and on such terms and conditions as we deem fit;
- to apply the proceeds of any sale (after deducting all expenses thereof) in payment or reduction of any amount due by you to us (including storage charges), and any surplus shall be paid over to you after the sale (if we are able to locate you).

12. TAXI SERVICE

This is a pay-on-use service provided by Uber and is subject to availability and Uber's terms and conditions. It is only available in those areas where Uber operates.

If you have any queries you should not contact Uber but contact the AA on 0861 000 234.

We shall obtain a quotation from Uber and you are required to pay this amount plus an administration fee by credit card before we order the trip unless your Membership option includes this service.

We do not guarantee a response time.

A maximum of four people may be transported. Multiple drop off points are not permitted and you may not direct the driver to deviate from the AA authorised route.

You do not need to pay the driver any amount. If you do so, you may not claim it back from us.

13. REFUNDS

Our service providers may occasionally require payment for the services rendered to you. In such cases, please check our terms and conditions to see if you can claim a refund from us.

We shall only provide refunds for services that have been authorised by us in advance and in accordance with your Membership benefit entitlement.

You must complete the claims form and send it with all relevant supporting documentation to fax no. 086 524 2251 or e-mail aasa@aasa.co.za.

14. COSTS NOT COVERED

The benefits of Membership are limited to those set out in our terms and conditions. This means the following costs and services (amongst others) are not covered by your Membership:

- Toll fees
- Labour charges, repair charges, overtime charges, cellular phone charges, 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
- Charges (other than towing in the case of AA Jubilee+ and Advantage+ Members) for assistance required due to an Insured Event. We will assist with arrangements for your account
- Charges for further towing of the vehicle for purposes of repair, if you do not accept the quotation of the repair
- Compensation for any loss of income or earnings

15. MULTIPLE ASSISTANCES

Where we determine any single incident requires the use of more than one of our resources, such as a road patrol, battery patrol, locksmith or tow provider, we will count these as a single assistance. In all other circumstances, any subsequent assistance for the same incident will constitute an additional assistance. If you call on more than one occasion for the same problem, each request will count as one assistance unless you are following up and provide us with the reference number you have been given.

16. AA ACCIDENTAL DEATH COVER

- 16.1 This benefit is provided by AllLife and Underwritten by Old Mutual Alternative Risk Transfer Limited a registered Long-Term Insurer.
- 16.2 AA Members aged 18- 65 qualify for the AA's Accidental Death Benefit at no cost to them.
- 16.3 In order to qualify for the benefit it is the AA Member's responsibility to activate their cover by
 - Clicking on this link <https://www.insurancedrivenbytheaa.co.za/aa-adb/> and providing the policy and beneficiary details required
 - Contacting us on 0861 222 790.
 - Responding to the AA's email invitation that will be sent promoting the Member to activate their benefit
- 16.4 A detailed schedule of the AA Members Accidental Death Cover together with terms and conditions will be provided by AllLife upon activation of the cover
- 16.5 The no cost Accidental Death Cover is valid for 12 months from activation

17. EMERGENCY MEDICAL SERVICES

To obtain access to these services you must call 0861 000 234. These services are provided by Netcare 911.

We do not guarantee the provision of these Emergency Medical Services, in particular we do not guarantee the provision of an air ambulance.

Please note we do not provide search and rescue services.

By using any of the emergency response and/or transfer services detailed below you are authorising Netcare 911 to attempt to recover its costs for providing its services from the Workmen's Compensation Fund and/or from the medical scheme to which you may belong and/or any other party who has a responsibility and/or an obligation to pay for such services. If Netcare is unable to recover its costs the AA as a non-profit company is required to pay the costs. You agree to provide all the assistance we ask for to enable Netcare 911 to recover its costs from a party other than the AA and irrevocably appoint the AA as your agent in this regard.

Where the Emergency Medical Condition is attributable to the act or omission of any third party under circumstances entitling you to recover damages for such Emergency Medical Condition from such third party, you hereby to cede your rights of action against such third party to the AA.

The AA will not pay any of Netcare's costs if you are not entitled to use the services you have used. You will be liable to pay such costs yourself.

For the purposes of these Emergency Medical Services terms and conditions:

- i. **"Emergency Medical Condition"** – means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part, or would place the person's life in serious jeopardy;
- ii. **"Medical Office"** – at any point in time, a medical officer of Netcare 911;
- iii. **"Netcare 911"** – Netcare Hospitals Proprietary Limited trading as Netcare 911 (registration number: 1996/006591/07), a company registered in accordance with the laws of the RSA;
- iv. **"Nurse Case Manager"** – at any point in time, a nurse care manager on duty at the Netcare 911 Call Centre;
- v. **"Primary Scene"** – a scene at which an Emergency Medical Condition occurs, it being agreed that this may include a doctor's rooms but will not include a medical facility;

vi. **"Principal Medical Officer"** – at any point in time, the principal medical officer of Netcare 911;

vii. **"Responsible Decision Maker"** – the person responsible for making decisions in relation to the provision of Services, which shall be one of the Principal Medical Officer, the Medical Officer or a Nurse Case Manager;

17.1 Emergency telephonic assistance via Health-on-Line;

Netcare 911 shall provide telephonic emergency medical advice and information (to you or a person calling on your behalf) regarding any Emergency Medical Condition in order that emergency assistance can be provided until a medical team arrives at the Primary Scene of the Emergency Medical Condition. Such telephonic advice and information shall not be regarded as an accurate or definitive diagnosis of any condition and without prejudice to the generality of the disclaimer set out earlier, neither we nor Netcare 911 shall be liable to any person in relation to incorrect diagnosis of an Emergency Medical Condition or in relation to any such advice or information given.

17.2 Emergency response by road or air ambulance to the scene of incident;

Netcare 911 shall provide an emergency medical response to you at the Primary Scene of an Emergency Medical Condition and transfer you to the closest appropriate medical facility, as determined below.

17.3 Transfer to the most appropriate medical facility

17.3.1 If an Emergency Medical Condition occurs, Netcare 911 shall transport you from the Primary Scene by road or air to the closest and most appropriate medical facility that can effectively manage your particular condition and provide continuity of care, as determined by our Responsible Decision Maker.

17.3.2 Netcare 911 shall only provide a transfer by air ambulance if it is deemed to be medically justified by our Responsible Decision Maker and meet international protocols.

17.4 Transfer of eligible person for an upgrade of care

17.4.1 If you have been transferred to a medical facility as contemplated above and require specialised care or treatment which cannot be provided by the admitting medical facility, you will be transferred by road or air to the nearest appropriate medical facility where such specialised care or treatment care can be provided.

17.4.2 All arrangements for your transfer must be made through the Netcare 911 Call Centre and must be pre-authorised by our Responsible Decision Maker.

Exclusions

We shall be under no obligation to provide assistance where the Emergency Medical Condition is:

- i. resulting directly or indirectly from an intentional and/or deliberate act, such as suicide or any attempt thereat and/or any criminal activity;
- ii. attribute directly or indirectly to war, invasion, acts of foreign armies, armed hostility (regardless of no formal declaration of war), civil war, rebellion, insurrection, terrorism, political riot and civil commotion or while you are a member of any security force or group engaging in any of the aforementioned activities;
- iii. arising directly or indirectly as a result of you engaging in any sporting or other activity regarded by us in our sole discretion as being unduly dangerous or as a competitor in any kind of race or competition or sporting activity;
- iv. directly or indirectly caused by, or arising from or contributed to by nuclear material or by ionising radiation or contamination by radio activity from any nuclear fuel.; and
- v. caused directly or indirectly as result of you being under the influence of liquor or drugs, unless, in the case of drugs, such drugs have been prescribed by and taken in accordance with the instructions of a qualified medical practitioner.

Compliance by you with these terms and conditions shall be a condition precedent to any entitlement to assistance hereunder.

Should you, despite the provisions of all our terms and conditions, have a claim against us pursuant to an Emergency Medical Condition of which we have been properly notified, you are obliged to notify us of such claim in writing within sixty days of the Emergency Medical Condition arising, failing which such claim shall lapse and we shall not be liable thereof, and you are obliged to institute legal action within 90 (ninety) days of such notice, failing which such claim and the right to bring any action against us pursuant thereto, shall prescribe.