

AA ADVANTAGE PLUS

# WELCOME TO THE AA AND TO REAL ROADSIDE ASSISTANCE

OUR FOCUS IS ON KEEPING OUR  
MEMBERS SAFE ON THE ROAD...  
AND THAT MEANS YOU!

GUIDE TO YOUR MEMBER BENEFITS



## INTRODUCTION

As a Member of the AA, you know that 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 a non-profit company, we use all of our resources and Membership fees to ensure you get real benefits that meet your needs, and real value that suits your pocket. Our focus is on keeping our Members safe on the road... and that means YOU!

## 24 Hour Call Centre CALL 0861 000 234

- Emergency medical and roadside assistance
- Customer care
- Membership enquiries
- Travel, technical and legal helplines

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

for the latest information about your AA Membership, our services, and the addresses and telephone numbers of all our branches.

E-mail: [aasa@aasa.co.za](mailto:aasa@aasa.co.za)

Post: [Customer Care, PO Box 596,  
Johannesburg, 2000](#)

Fax: [086 524 2251](#)

**0861 000 234**

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## 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 96% success rate with on-the-spot repairs at the side of the road in urban areas?
- Do you know that you are entitled to roadside assistance as a passenger in someone else's car?

Our fleet of emergency response vehicles includes: patrol vans, mobile battery vans and tow trucks, which operate in Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein, Mbombela and Pietermaritzburg, and where necessary we use AA approved contractors.

Our National Call Centre operates 24 hours a day, 7 days a week. If you have an emergency, one call is all it takes.

## ROADSIDE ASSISTANCE

### ELECTRICAL OR MECHANICAL BREAKDOWNS

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

- Jump-start your vehicle
- Open your vehicle if you've locked yourself out
- Flat tyre change
- Fuel to reach a filling station
- Tow when needed
- Battery test and mobile battery sales
- On-the-spot technical repairs

If you are involved in an accident, theft, attempted theft and insurable risk incident, call us and we'll help you through this traumatic experience. We'll arrange for your vehicle to be towed to the right destination, free of charge to all AA Advantage Plus Members. We will provide emergency medical rescue if you are injured and one night free storage if required.

## AA STAND BY YOU® ROADSIDE SECURITY

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's linked to roadside assistance in major metropolitan areas subject to availability. This service is available free of charge to all AA Advantage Plus Members.

## AA MAYDAY® EMERGENCY MEDICAL RESCUE

In a medical emergency, when speed and quality of service are essential, AA Mayday® could make a vital 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 dependants aged 25 and younger, travelling with you, or in the event of an emergency at home, living with you, are also covered at no additional cost. We will guarantee the hospital deposit up to an amount of R5 000, refundable from your medical aid.

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

## EXTENDED BENEFITS

**If you are involved in an incident more than 100kms from your home, in which your vehicle is stolen, damaged in an attempted theft, vandalised or is involved in an accident and is unable to be driven, you have the option to make use of our extended benefits.**

These include, either:

- Overnight accommodation for you and up to four passengers travelling with you; or,
- 24-hour car hire to complete your journey while your vehicle is being repaired; or
- Long distance towing to the value of the funds in your extended benefit kitty
- If you opted to use the accommodation or car rental benefit during your incident, we will arrange for you to hire a vehicle, for up to 24 hours, to collect your vehicle from the place of repair, provided the place of repair is more than 100km from your home.





## NEW AA Advantage Plus enhanced benefits

Membership Options	AA Advantage Plus
Call outs per 12 months*	Unlimited
<b>AA Road Patrol call outs</b> <ul style="list-style-type: none"> <li>• Jump start your vehicle</li> <li>• Flat tyre change</li> <li>• Unlock your vehicle</li> <li>• Battery test</li> <li>• Mobile battery sales</li> </ul>	Unlimited
<b>Towing call outs</b> <ul style="list-style-type: none"> <li>• Electrical/mechanical breakdown</li> <li>• Accident/attempted theft</li> </ul>	
• Fuel to reach a filling station	Limited
<b>Extra Benefits</b> <ul style="list-style-type: none"> <li>• Overnight accommodation*</li> <li>• Alternative transport &amp; vehicle repatriation*</li> </ul>	✓
• Long distance tow*	✓

\* AA Membership Terms and Conditions apply

### Additional benefits

- AA Mayday emergency medical rescue
- Medical emergency advice line
- Message relay service
- Motor-related legal advice line
- Technical advice line
- Show Your Card and Save programme
- Referral to AA Quality Assured Repairers
- Free AA Member maps
- Access to AA travel services and products
- Access to road and toll information
- Discounts on AA publications
- Reciprocal services



GET THE FREE DIGITAL MEMBERSHIP CARD...  
AND YOU'LL GET SO MUCH MORE!

## YOUR DIGITAL AA MEMBERSHIP CARD

Your convenient and easy-to-use gateway to the AA that saves you time and money. Available for friends and family members too!

As an AA Member you can:

- view your Membership status and package so you'll always know you're covered
- receive up-to-the-minute information, savings and discounts
- easily update your contact details so we'll know how to find you in an emergency

## FREE CALLS FOR YOU, YOUR FRIENDS AND FAMILY

With the simple and easy-to-use phone dialler you can make FREE calls within the AA community, \*up to 120 minutes a month, and low-cost calls outside the community. Once you've exceeded the 120 FREE minutes, you'll be charged just 10c a minute thereafter within the AA community.

- Integrate your address book to quickly and easily find your contacts
- Call your family and friends for FREE, whether they are an AA Member or not!

## AA RESCUE

Let's you plan ahead for a roadside emergency, making sure you have access to the critical help you need:

- Instant alerts to the Emergency Call Centre with follow-up call to determine your safety and the assistance you need
- Immediate SMS notification to your emergency contacts
- Guidance through the accident process and recording all the information you'll need for a claim or legal action

**COMING  
SOON!**

## CLOUDBANC™

With everything in one place you can bank on your phone for a low-cost secure payment solution to make or receive payments online, and purchase airtime for low-cost calls.

- Secure, low-cost payments
- Card-less and convenient way to make and receive payments

## AA COMMUNITY

Our online closed-community allows you to quickly and easily access information and communicate with the AA:

- Communicate directly with the AA in-the-moment, and at no cost
- Quickly locate your AA Membership Handbook and other documents

Call us on 0861 000 234, weekdays between 8am and 5pm, for more information.



Get the AA Rescue® Service mobi app to give you a FREE seamless and fast channel for assistance in a roadside emergency:

- We'll know where you are, so you don't need to waste time providing your details.
- We'll know exactly where to find you from our accurate geo-location feature.
- We'll have your vehicle details, so we'll know what kind of battery you need if yours runs flat... or how to assist you with on-the-spot repairs or key lock-out... and even what kind of vehicle to send if you need a tow.

Remember anyone with a cellphone can register for the AA Rescue® Service. Just visit [www.aarescue.co.za](http://www.aarescue.co.za) to download the app, or to set up the \*120\* number on your phone and never have to worry again about getting stuck on the road.

## THE HELP YOU NEED AT THE SCENE OF AN ACCIDENT

AA Accident Assist®, will give you critical help on the road. Simply visit [www.aaaccident.co.za](http://www.aaaccident.co.za) and click on register now. It's quick and easy to register and record all the information we'll need to get you essential assistance in the event of an accident. If you don't have internet access, call us on 0861 444 143 and we'll register you. Any details you record at the scene will be automatically uploaded to your online profile to access, amend, edit or complete later. Then, once complete, you can send a claim notification through to your insurer with all the relevant support documentation like voice recordings, weather conditions, videos and witness statements, or keep for later legal requirements.

## POINTS OF INTEREST

Points of Interest helps you to find what you're looking for in an unfamiliar area. Whether it's the closest hospital in an emergency... accommodation for an overnight stay... or even the nearest fuel station, the Points of Interest feature will locate it for you quickly and easily.

With Points of Interest, you'll get:

- Quick and Easy location of your chosen destination
- Pinpoints your location and destination accurately
- Security of knowing where you need to go in an unfamiliar area
- Contact details and website of AA Quality Assured® Accommodation

Don't find yourself in an unfamiliar area, get the AA Rescue Service Points of Interest feature NOW at [www.aarescue.co.za](http://www.aarescue.co.za).





## AA ADDED VALUE:

Enhance your AA Membership with any one or more of our AA Added Value products:

**AA Added Value for accidents** will manage your claim against the Road Accident Fund (RAF), which provides cover against road accident deaths or injuries. Whether you're a driver in your car or someone else's, a passenger or even a pedestrian, AA Added Value for accidents will assist you to lodge a claim against the RAF from start to finish... ensuring you receive all of the compensation you're due.

As an AA Member you'll get:

- **FREE** medical, legal and administrative support at a time you need it most
- **CONVENIENT** and hassle-free administration and claims management to ensure you receive the full compensation owed
- **QUICK** turnaround, so you'll receive your money as quickly as possible to assist with your needs – with regular progress reports on the status of your claim
- **100%** of all compensation paid out – with no additional cost to you

**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 to have them revoked and, where appropriate, we'll pursue any action required on your part to get fines reduced, or even squashed.

As an AA Member you will 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 – you get 100% of the discount
- **LEGAL** assistance to assess the legitimacy and validity of all your fines, and we'll contest your invalid fines on your behalf to get them reduced or revoked

**AA Added Value for potholes** assists you to formalise and lodge claims for vehicle damage against the relevant road management authority to recover the costs of damage. Knowing how much tyres and rims are these days, you'll be glad to know that we'll help you to recover 100% of the money that you've been forced to pay out as a result of roadworks or pothole damage – with no hidden costs or deductions for you to worry about.

As an AA Member you'll get:

- **PROFESSIONAL** case management and claim settlement with the relevant road management authorities
- **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

AA Added Value Products can be bundled to give you the specific cover you need... and save you money too!

Get AA Added Value for your Membership TODAY... and ensure you are covered when you need it most. Call 0861 333 300, weekdays between 8am and 5pm, for more information.



## AA DESIGNATED DRIVER

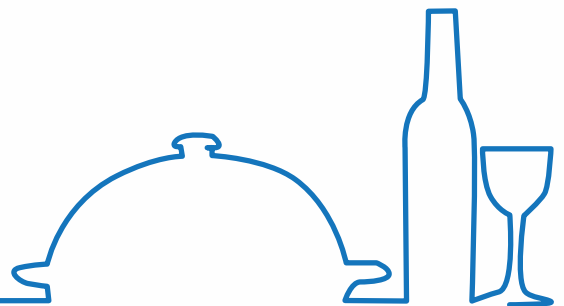
Each year, around 14,000 South Africans die in motor vehicle crashes, with as many as 150,000 more injured... often seriously. More than half of these are directly attributable to alcohol consumption.

That's why the AA has developed the AA Designated Driver service to give you a safe solution to a relaxed night out with the convenience of having yourself, passengers and vehicle chauffeured home. Don't be a statistic... make sure you enjoy a worry-free night out with the AA Designated Driver service!

- Pay per trip, at Member discounted rates
- Last drop off at 4am
- Drop your friends at home on the way
- 35 km trips in all South Africa's major metros
- Easily identifiable AA certified drivers
- Female driver option available

Call 0861 466 444 to book your driver at a special Member discounted rate per trip.

- Pick-ups start from 5.30pm, with the last drop off at 4am
- All of our drivers have a clean driving licence and are over the age of 25 years
- Should you prefer, you may request a female driver and, where possible, we will accommodate your request
- Every one of our trips is followed up to ensure your safety and continued satisfaction





## MOTOR & HOME INSURANCE?

Want insurance you can trust that doesn't cost you an arm and a leg? Give us a call on 0861 000 234 for a no obligation quote (new insurance offering coming soon!).

## GETTING YOUR CAR REPAIRED

AA Quality Assured® is the AA's unique accreditation programme for repairers and specialised services within the South African motor industry. This programme will help you to identify professional businesses from the rest. Visit our website for more information or to locate an AA Quality Assured repairer in your area.

## LEGALLY SPEAKING

How to deal with an accident? What to do about a third party claim? We'll give you free expert telephonic motor-related legal advice on 0861 000 234 from 8am to 5pm, Monday to Friday, on road traffic laws, insurance, warranties, guarantees, the purchase and sale of vehicles, accident damage recovery claims and other key motoring issues.

## 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 give you the best advice on the phone. Call 0861 000 234, from 8am to 5pm, Monday to Friday.

## WHEN YOU NEED TO KNOW YOUR RUNNING COSTS

Check our website at [www.aa.co.za](http://www.aa.co.za) to calculate your vehicle's operating costs and print your own AA Rates certificate.

## AUTOMOTIVE TECHNICAL INVESTIGATIONS

Our qualified technical expert can assist with technical investigations if you feel you have received unfair treatment from an automotive service provider. This service is only available in Gauteng. Call 0861 000 234 during business hours to arrange at discounted AA Member rates.

## BP ULTIMATE FUELS

To get the best out of your car, whatever the make or model, the AA recommends using BP Ultimate fuels, designed to maximise and maintain the performance and fuel economy of your engine. They also clean your engine as you drive, with up to five times the cleaning power of ordinary fuel.

## DEKRA® VEHICLE TESTING

Keeping your vehicle in peak condition is the best way to ensure your safety on the road, as well as reduce your overall motoring costs. Regular inspections can help to identify potential hazards and save you money by preventing additional damage before it happens. It is for these reasons that the AA has partnered with DEKRA®, a globally recognised German vehicle-monitoring organisation, to make South African roads safer. DEKRA® in association with the AA offers a range of professional vehicle examinations, including Roadworthy Inspections. Visit [www.aa.co.za](http://www.aa.co.za) to find a centre near you and claim your discounted AA Member rate!

## KNOW YOUR CAR COURSE

Get access to the AA's Know Your Car course at AA Member discounted rates. Designed to show you what to look out for when travelling, and to give you a better understanding of your vehicle, its operation and basic needs... this is especially good if you have young learners in the home. Call our AA Technical College in Johannesburg or Cape Town weekdays on 0861 333 668, for more details.

## FUEL ALERTS AND ROAD CONDITION REPORTS

Request electronic reminders of fuel price increases or decreases direct to your inbox, so you don't get stuck paying more at the pump. See our website at [www.aa.co.za](http://www.aa.co.za) under 'On the Road – Calculator and Tools – Fuel Pricing', for details of how to subscribe. Or subscribe to our Road Conditions Reports for updates to your inbox on your selected routes at [www.aa.co.za](http://www.aa.co.za) under 'On the Road – Reports – Road Conditions'.



## 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 Accredited Sales Agent stores for help with your arrangements. Visit our website at [www.aa.co.za](http://www.aa.co.za) for store locations.

## A PLEASANT TRAVEL EXPERIENCE

AA Accredited Sales Agent 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 accommodation, route planning, travel information and travel insurance.

## FIND YOUR WAY

You'll find everything you need to find your way, including Member touring maps, free for AA Members, as well as atlases, travel guides and helpful staff who'll advise you about road conditions, toll roads, tariffs and detours. Travel information is also available on our website at [www.aa.co.za](http://www.aa.co.za).

## TRAVEL DOCUMENTS

Avoid last minute panic. Apply for your International Driving Permit at an AA Accredited Sales Agent store near you, or apply online by visiting our website at [www.aa.co.za](http://www.aa.co.za).

Apply for a Carnet de Passage (a temporary import permit required when travelling across borders), an International Camping Card, or get advice on applying for a visa. Passport photograph facilities are also available.

## ARE YOU COVERED?

Our AA Accredited Sales Agent staff will help you obtain the correct travel insurance and issue Third Party Insurance for Mozambique and Zimbabwe.

## ESSENTIAL GEAR

AA Accredited Sales Agent stores are stocked with items you'll need for your trip, from first aid kits, luggage, travel accessories, maps and guides, to adaptors and car care products. Call us or visit our website to find your nearest store.

## TRAVEL ADVICE

Let our Travel call centre assist you with your travelling needs from; route planning, road conditions, cross border information, AA Quality Assured<sup>®</sup> accommodation, local and international car rental to reciprocal services. Call 0861 000 234, weekdays between 8am to 5pm.

## ENJOY A GOOD READ

The AA traveller<sup>®</sup> magazine is enjoyed by over 60 000 readers, and focuses on motoring, travel and lifestyle topics. This quarterly magazine is available on subscription, and is free for AA Advantage Plus Members. Call us to arrange your copy.

## AA QUALITY ASSURED<sup>®</sup> ACCOMMODATION

Our Quality Assured rating is your guarantee of accommodation that suits your needs... and your pocket, so you can rest assured that your stay over will be just what you were expecting. And with over 1300 establishments to choose from, you're sure to find just what you're looking for. Visit [www.aatravel.co.za](http://www.aatravel.co.za) for details.

## RECIPROCAL SERVICES OVERSEAS

AA Members may be able to enjoy the local automobile club's services while on holiday or passing through other countries. Services may vary from one club to another, but will often be the same or similar to those offered to their own Members. Please contact our travel department on 0861 000 234, weekdays between 8am and 5pm, 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 in South Africa.



## SHOW YOUR CARD AND SAVE®

AA South Africa is part of the global Show Your Card & Save® programme, offering AA Members rewards, savings and discounts across the globe! This means that you can travel and save on accommodation and other services in countries such as the United States of America, Australia, Canada, Jamaica, Japan and many countries across Europe. To qualify for these exclusive discounts, benefits and savings, simply present your AA Membership card at participating worldwide partners that display the Show Your Card & Save® programme sticker (see the logo on your AA Membership card).

**For more information, visit the AA website at [www.aa.co.za](http://www.aa.co.za).**

## @MyAATraffic

Never get stuck in the traffic again... get LIVE traffic updates for FREE from the AA. Follow our new Twitter account @MyAATraffic to get up-to-the-minute traffic feeds for major metropolitan areas, including:

- Greater Cape Town
- Greater Johannesburg including Midrand
- Pretoria and Centurion
- Greater Durban including Pinetown
- Bloemfontein
- Kimberley
- Port Elizabeth
- Rustenburg
- Polokwane
- Mbombela

Just another way we keep you moving!

## TALK TO US

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

Please let us know by emailing 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 by remembering to pay your Membership fees. Choose the method of payment that you prefer.

- Cheque, direct deposit, electronic payment, credit card, or EasyPay service.
- Automatic-recurring annual or monthly debit order.

Let us know if your personal or banking details change. Call 0861 000 234, visit our website [www.aa.co.za](http://www.aa.co.za), or an AA Accredited Sales Agent store near you to advise us of changes.

### 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.

### YOUR NEW DIGITAL AA MEMBERSHIP CARD

With the NEW AA eCard you can now easily update your contact details, view your Membership status, request roadside assistance and communicate with us easily. In addition, you'll be able to make free calls to us, or any other community member for up to 120 minutes a month, and just 10c a minute thereafter. So get your friends and family to download the mobile application, whether they're an AA Member or not! Call us on 0861 000 234 for more information. Should you require a physical AA Membership replacement card, this will be provided on request at a cost of R25 each. Contact us on 0861 000 234 to arrange.





# 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.

## DEFINITIONS

### THE LISTED TERMS HAVE THE FOLLOWING RELATED MEANINGS:

**AA:** The Automobile Association of South Africa NPC.

**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 or electrical failure caused the accident, or the vehicle caught on fire, we consider the incident to be an accident.

**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.

**Dependant:** A Member, 25 years or under, living at the same address, or who is financially dependent on the principle Member, who is eligible for a discounted subscription.

**Insurable risk:** Vehicles that require a tow for an accident, attempted theft or vandalism as well as recovered stolen vehicles. These are not classified as breakdowns. Insurable risk also includes kerb related damage, windscreen repairs as a result of an accident, stone damage, hail damage, water damage etc.

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

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

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

**Rural:** Any area that is not defined as Urban (see below).

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

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

**Tow distance:** The distance from the scene of the Breakdown, Accident or Insurable risk incident to the drop off point.

**Tow provider:** The AA tow truck or AA approved tow contractor.

**Urban:** The South African metropolitan areas: Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, Bloemfontein, Mbombela, Pietermaritzburg, Durban and Polokwane.

**Vehicle:** The vehicle that the Member is travelling in, either as a passenger or driver, at the time of the incident. This may be: a motorcar, motorbike, 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; and where vehicle dimension does not exceed 5.5m in length, 2.5m in width or 2.6m in height. This does not include taxis and vehicles used for business purposes. Vehicles must be in a roadworthy condition.

**We/us/our:** Related to the AA.

**You/your:** Related to the Member.

## EMERGENCY RESCUE SERVICES

You must phone our 24-hour Emergency Call Centre for assistance on 0861 000 234. Calls are recorded for your protection and for training purposes. Payment for any service is not guaranteed unless prior authorisation has been obtained and you quote the AA Case Reference Number.

### Assistances:

All AA Members are limited to 2 fuel assistances per 12 month service subscription as part of their assistance entitlement:

### Roadside assistance entitlements:

- AA Advantage Plus Members
  - unlimited\* assistances per 12 month subscription
- AA Advantage Members
  - unlimited\* assistances per 12 month subscription
- AA Alliance Members
  - unlimited\* assistances per 12 month subscription
- AA Action Members
  - 2 assistances per 12 month subscription

\*Subject to these terms and conditions – please refer in particular to our Fair Use policy on page 15 .

We will charge any additional assistances at exclusive AA Member rates. Unused assistances at the end of a subscription year are forfeited.

You must provide us with the correct location and destination of your vehicle and enough information on the vehicle being towed. Incorrect or incomplete information may cause a delay in the provision of services and could result in additional costs for your account.

In the event of an assistance, you must remain with the vehicle when the service vehicle arrives and produce your AA Membership card or AA eCard and proof of identification.





Where any breakdown case needs 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.

Once we have provided assistance for a breakdown, we consider any subsequent assistance for the same breakdown to be an additional assistance. 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 a further tow due to the same breakdown event.

If you cancel the assistance after we have dispatched the service vehicle, this is still regarded as one assistance.

If you call on more than one occasion for the same problem, each request will count as an assistance.

If you are not at the vehicle when the service vehicle arrives, and we are unable to provide service, this will count as one assistance. If the vehicle is unattended when the tow truck or patrol vehicle arrives, it may leave the scene, and we cannot be held liable for any damage, to your vehicle.

#### **Rural Areas:**

In all the above instances, you may have to cover AA approved tow contractor costs and request a refund from the AA (see section on Refunds on page 14).

Should the distance be greater than your Tow distance allowance per assistance, the additional kilometres travelled will be for your account.

Should you breakdown with your pet, the AA will transport your pet in the AA tow truck cabin provided your pet can be placed into a proper transporting cage. Should this not be possible, your pet will be required to travel in your vehicle. In the event that you are incapacitated, the AA will 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, the responsibility for your pet's well-being remains with you.

#### **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 AA approved tow contractor.

You may need to pay the tow provider for the tow and request a refund from the AA in accordance to your Membership benefit entitlements on your return to South Africa (see section on Refunds on page 14).

Roadside security (AA Stand By You) is available to Members who specifically subscribe to the service, in conjunction with a roadside assistance, and only in certain Urban areas in South Africa, subject to the availability of our AA appointed service provider. Please refer to AA Stand By You terms and conditions available on our website [www.aa.co.za](http://www.aa.co.za).

We also provide AA Mayday emergency medical rescue if you travel to Lesotho and Swaziland and if it is medically justifiable. Please refer to AA Mayday terms and conditions available on our website [www.aa.co.za](http://www.aa.co.za).

#### **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

Roadside repair services are limited to minor or temporary repairs to get the vehicle on the road again and does not replace the need for permanent repairs and regular servicing. Road patrol services are only available in Urban areas. The AA does not provide road patrol services for motorbikes or trailers, but will provide towing benefits in line with the Member's entitlement. In instances where an AA resource is not available one of our AA approved contractors may be used.

If assistance for your vehicle exceeds the Tow distance entitlement applicable to your Membership, the cost of the additional kilometres travelled will be for your account. If patrol assistance is required and the Vehicle is not drivable, the AA will dispatch a tow truck to the Vehicle to the nearest place of safety or repair and the cost will be for your account. Any assistance not arranged through the AA's 24-hour call centre will be for your account. The AA will not be responsible for any damage caused to the Member's Vehicle.

AA road and battery patrols can assist, to an extent, with the following services:

### KEYS LOCKED IN VEHICLE

This service is only provided if you indemnify the AA against any damage caused to the Vehicle as a result of the provision of this service. No legal action or claim for the cost of damages will be entertained. We will not refund locksmith charges for the repair/replacement of locks, ignition switches or key cutting. If necessary, we will provide a tow from your Membership benefit entitlement. If we make use of a locksmith to assist Vehicles with an electronic or high security locking systems, you will be covered up to an amount of R643 (incl VAT) in both Urban and Rural areas and the balance will be for your account.

In an Urban area, if keys are locked in the Vehicle and if the Vehicle does not have an electronic or high security locking system, we will arrange for an AA patrolman or locksmith to attend. The cost will be covered from your Membership entitlement.

In a Rural area, if keys are locked in the Vehicle and if the Vehicle does not have an electronic or high security locking system, we will arrange for a locksmith to attend. You will be entitled to claim reimbursement of labour costs up to an amount of R643 (incl VAT) and any additional parts or labour costs will be for your account.

### FLAT TYRE CHANGE

We will, where possible, change your tyre if you have a spare tyre on-site. Where necessary, we will tow the vehicle in accordance with your Membership benefit entitlements. We are not responsible for damage to tyres or rims as a result of pothole or other damage. Multiple tyre ruptures and damage to your Vehicle as a result of pothole or other damage is classified as an Accident and accident towing services and rates will apply.

### EMERGENCY FUEL

If your Vehicle runs out of fuel at a location other than a filling station, we will supply up to 10 litres of fuel to reach the nearest filling stations up to a maximum of 2 times per 12 month subscription. If your vehicle requires more than 10 litres of fuel, you will be liable for the cost of the extra fuel and any additional cost towards the assistance. If necessary, we will provide a tow to the filling station in accordance with your Membership benefit entitlement.

### 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 in Urban areas only, and is not available for motorbikes. All batteries come with a national 24-month battery warranty. You are liable for the cost of the new battery and may make payment with cash, major credit cards, garage cards or debit cards. Should an AA-supplied battery be replaced within the 24-month warranty period, the balance of the original warranty period will apply and this will not count as a second assistance. The price of the new battery is based on the return of the old battery to the AA for environmental and safe disposal purposes. If you wish to retain your old battery, a scrap charge will apply.



## AA APPROVED TOW CONTRACTORS

When a breakdown occurs outside of the AA's road patrol service areas, the prime objective of the AA's service is to secure the AA Member and his or her passengers, and to take them to a place of safety where alternative arrangements can be made or, if possible, for repairs to be carried out.

Our AA approved tow contractors are appointed based on their fleet size and facilities e.g. 24 hour availability, overnight storage yard etc. We do not require that our approved tow contractors employ qualified mechanics. For this reason they are not permitted to attempt any but the most basic repairs e.g. changing a flat tyre.

Should you request an AA approved tow contractor to repair the Vehicle and the repairs are not successful the Vehicle could sustain additional damage resulting in escalated repair costs. The AA will not be held liable for any arrangements you may make with any AA approved tow contractor directly, (see section on Resolving Disputes on page 16).

### 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 within a 100km Tow distance. Anything exceeding this will be provided for under the long distance towing benefit (see section on Long distance towing on page 15). If you are an AA Advantage Plus Member and have exceeded your extended benefit kitty, roadside assistance will be provided within a 100km Tow distance, any additional kilometres travelled will be charged at AA Member discounted rates.

If you choose not to pay the AA or the AA approved tow contractor for the cost of the additional Tow distance or any other cost related to the incident, we may refuse assistance, or tow the Vehicle to the nearest place of safety/repair/storage depot, until such time payment is received. The storage fees will be for your account.

The first night's storage is free to AA Members, and any storage requirement over and above this will be for your account.

In instances where an AA tow truck is not available one of our AA approved 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 account.

We are not responsible for damages caused to the Vehicle. Any tow not arranged through the AA's 24-hour call centre will be for your account.

Additional transportation:

We can assist you in arranging additional transport for passengers who cannot be accommodated in the tow truck, for your account.





## REFUND OF CHARGES

In instances where you are required to pay tow charges in full directly to our AA approved tow contractor, we will refund the tow charges in accordance with your Membership benefit entitlement, provided that your entitlements have not been exceeded. We will calculate the refund by:

- Calculating the Tow distance and
- Multiplying this distance by our preferential per kilometre towing rates plus VAT

Claims can be posted to: AA Claims, PO Box 596, Johannesburg, 2000, faxed to 086 524 2251, e-mailed to [aasa@aasa.co.za](mailto:aasa@aasa.co.za) or alternatively it can be handed in at the nearest AA Accredited Sales Agent store, see our website [www.aa.co.za](http://www.aa.co.za) for store locations. All claims must quote your AA Case Reference Number and include our AA approved contractor's receipted invoice displaying the contractor's VAT number. If the receipted invoice is not available you may submit an affidavit confirming the incident and the amount paid by you.

### THE FOLLOWING ARE NOT COVERED:

- Labour charges, overtime charges, cellular phone charges, assistance 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.
- Repair charges.
- Charges for assistance required due to accident or other insurable risks. 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 centre nearest to the point of breakdown, or if you make arrangements directly with the AA approved tow contractor.
- 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.
- Payment or refunds for assistance by private persons or other roadside assistance providers.
- Compensation for any loss of income or earnings due to a breakdown that required assistance from the AA or any of our approved contractors.

## EXTENDED BENEFITS THAT APPLY 100 KM OR MORE FROM YOUR HOME

Extended benefits are available 72 hours after Membership payment is received.

AA Advantage Plus extended benefits provide extensive cover anywhere in South Africa for you and up to four passengers travelling with you, if your Vehicle breaks down more than 100 km from home, is stolen, or is involved in an Accident or any other Insurable risk incident. All extended benefits are deducted from the AA Advantage Plus Member's extended benefit kitty of R5 000.

The AA's Emergency Call Centre will determine and manage the most appropriate benefits combination from the following available options:

### ACCOMMODATION

We will arrange and pay for overnight accommodation, subject to availability, for the driver and up to four passengers travelling with you. The choice of overnight accommodation is at the discretion of the Emergency Call Centre, and will cover the cost of accommodation for bed and breakfast only, to a maximum of R320 per person. Depending on the available accommodation, you may need to settle the account and claim back from the AA. Remember to keep your receipt to submit with your claim. Where the AA pays the establishment directly, you will need to settle any additional costs directly with the establishment before departure, for your account. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty and anything that exceeds the available funds will be for your account.





Or

## TRANSPORTATION 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 car hire is the most suitable arrangement, a group 'B' vehicle will be hired for up to a maximum of 24 hours. Where possible, the Member's additional car hire requirement may be arranged, but the additional cost will be for the Member's account, with no entitlement to claim back. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty, and anything that exceeds the available funds will be for your account. The car hire service provider's terms and conditions will apply.

Or

## LONG DISTANCE TOWING

If you are an AA Advantage Plus Member and require a tow over and above the 100km Tow distance, the additional kilometres will be provided up to a maximum amount of the available funds in your extended benefit kitty and anything that exceeds the available funds will be for your account. Once you exceed the available funds, you will still be eligible to use roadside assistance but this will be provided within a 100km tow distance. This service is available on all other Membership options at AA Member discounted rates.

## COLLECTING YOUR VEHICLE

If you opted to use the accommodation or car rental benefit during your incident, we will pay for you to hire a vehicle, for up to 24 hours, to collect your vehicle once it has been confirmed that your vehicle has been repaired, provided the place of repair is more than 100 km from your home. The choice of car hire supplied or alternative transportation is at the discretion of the AA Emergency Call Centre and is subject to availability. The maximum amount payable towards this assistance is R1 600 per incident deducted from your extended benefit kitty and anything that exceeds the available funds will be for your account.

Please see the terms and conditions for car hire service providers that will apply.

## CAR HIRE SERVICE PROVIDER TERMS AND CONDITIONS

The car hire service provider's terms and conditions will apply, these require that you:

- are over the age of 23 years
- have an active credit card
- have a valid and applicable Driver's Licence

In addition:

The car hire company may also require you to pay a fuel deposit.

You will be required to return the car with a full tank of fuel, or be liable for the cost of refuel at the service provider's rates.

The hired car must be returned to the depot from which it was collected in order to avoid additional charges, which will be for your account.

Should you be involved in a collision with the hired car, you will be liable for the insurance excess.

Should you require the hired car for commuting purposes for longer than the initial 24 hours, you must enter into a new car rental contract with the car hire company, for your personal account, at a preferential rate.

## FAIR USE POLICY

The AA is a non-profit company. The pricing and benefit entitlements for each Membership option have been carefully calculated, and it is therefore vital for all AA Members 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 of assistances requested by a Member is unreasonable.



## GENERAL

### 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, or suspend AA Membership 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. AA Membership is personal and does not automatically cover your spouse and dependants, who should become Members in their own right.

### 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 the custody or under the control of any service provider or repairer.

We will assist you in every way possible to resolve disputes with our AA approved tow 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 constantly strive to provide new and improved 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.

### 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 discontinue your Membership benefits, please provide 30 days notice prior to your Membership anniversary date to avoid any cancellation fees.

Members who have taken out AA Membership as a result of a direct marketing offer have the right to cancel their Membership in writing within five business days of the date on which the Membership agreement was concluded.

The following refund policy will apply for Members cancelling within the five day period:

- (a) If the Member has utilised the AA's assistance within the five day period, the Member will receive a full refund of the total Membership fee paid, less the AA's charges for assistance provided.
- (b) If the Member did not utilise the AA's assistance, the Member will receive a full refund of the total Membership fee.

The Member must not, in any event, make further use of the cancelled Membership.

Please note that there will be no separate or additional cooling off period(s) during the Membership year, regardless of any changes that are made to the Membership.

AA Membership is a 12-month subscription product and is activated from the date payment is received.

AA Members will be notified in writing through the mail, between 40 and 80 days of their approaching Membership renewal date, irrespective of their preferred payment method. Please ensure your contact details are kept up to date by calling 0861 000 234, or click here to update your details.

Members who wish to cancel within their current 12-month subscription period must provide 30 business days notice in writing, and will remain liable for any amounts incurred in the rendering of services during the current Membership subscription period, as well as a cancellation fee, which will be calculated at the time of cancellation.

Members who have selected an annual or monthly debit order payment method will be automatically renewed on a month to month or annual basis until cancelled by the Member.



## 6. DEBIT ORDERS

In instances where your initial debit order was unsuccessful, we'll advise you of the rejected debit order through an SMS and automatically re-submit the debit order on the next debit order run (1st, 15th and 25th) to ensure your service continuity. Unfortunately, any bank charge penalty imposed will not be refundable from the AA.

## 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. 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.

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 Insurance.

ERRORS AND OMISSIONS EXCEPTED.