



P.O. Box 660460
Dallas, TX 75266-0460

Dear <first name> <last name>

Thank you for enrolling in the Union Plus Motor Club program. Enclosed is your membership card.

You can drive with confidence, knowing that with just one call to our 24-hour toll-free number, you have access to emergency roadside assistance services, including emergency towing, battery jump-start, flat tire change, lockout service and fuel delivery. Just call 866-437-9274 whenever you need assistance.

Be sure to take advantage of the valuable expert opinion* service benefit, which gives you access to ASE certified technicians for second opinions on service or repair estimates. And, keep in mind you also have the protection of "just-in-case" benefits such as emergency travel expense reimbursement and emergency transportation assistance.

We know you'll appreciate all the benefits our members have come to rely on. But, if at any time you are not 100% satisfied, you may cancel your membership and receive a refund of your unused membership fee.



We look forward to helping meet your travel needs.

Sincerely,

Craig Hamway, President, United States Auto Club, Motoring Division, Inc.

WHEN CALLING FOR ROADSIDE ASSISTANCE,
PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

1. Membership Number
2. Vehicle License number and State of issuance
3. Your vehicle's location
4. Area code and phone number where you can be reached

Services Provided by:
United States Auto Club, Motoring Division, Inc.

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Benefits and services are subject to the terms and conditions described in this membership handbook. • Services Provided by United States Auto Club, Motoring Division, Inc.

MCLUB-MLR-L0810

Union Plus Motor Club Membership Handbook

IF YOU HAVE ANY QUESTIONS, OR NEED SERVICE,
PLEASE CALL 24 HOURS A DAY AT 866-437-9274

HOW TO GET ROADSIDE SERVICE

1. Call 866-437-9274 - 24 hours a day for emergency service dispatch.
2. Give the Roadside Service Dispatcher the following information:
 - Your membership number (from your ID card) and your name
 - The phone number where you can be reached
 - A description of your disabled vehicle (color, make, model, year, license plate number and issuing state)
 - The location of your disabled vehicle (city, state, street address or nearest intersection)
3. The Roadside Service Dispatcher will give you an estimate of when help will arrive.
4. You will not be responsible for payment of any service cost except for parts or services not covered by this program.

YOUR UNION PLUS MOTOR CLUB BENEFITS

Roadside Service:

- **Emergency Towing** – We will tow your vehicle to your home, a dealership, or your favorite mechanic. The choice is yours! You are covered up to \$125 per incident.
- **Battery Jump Start** – We will send help to jump-start your battery if it is dead or weak.
- **Flat Tire Change** – We will send help to change your flat tire and install your inflated spare for you.
- **Lockout Service** – If you lock your keys inside your vehicle, we will dispatch qualified assistance to get you back in.
- **Fuel Delivery** – Out of gas? We'll deliver an emergency supply up to 2 gallons.

Emergency "Just-in-Case" Benefits:

- **\$1,000 Emergency Travel Expense Benefit** – If you are in an accident that disables your vehicle more than 100 miles from home, you can get reimbursed up to \$1,000 for hotel, meals, car rental and transportation costs incurred by you within three days of the accident. Coverage includes commercial transportation to your destination and return after repair. Expenses for entertainment, recreation, and nonessential goods and services are not covered.
- **\$75 Emergency Destination Assistance Benefit** – In the event your automobile is disabled (not due to an accident) and you need alternate transportation to your destination or back home, this benefit entitles you to a reimbursement of up to \$75 for emergency transportation (taxicab, rental car, shuttle, etc.)
- **\$100 Ambulance Service Benefit** – If you or a covered family member is injured following an accident and needs an ambulance, your Club benefits will reimburse you up to \$100. (Not available to residents of Texas.)
- **\$5,000 Theft Reward Benefit** – We will offer a \$5,000 reward for information leading to the arrest and conviction of anyone who steals your vehicle. You, your family members, and law enforcement personnel are ineligible for this reward. The reward does not cover loss from vandalism or stolen contents.



Expert Opinion*:

- **Repair Referral** – Call 866-437-9274 for referrals to the nearest qualified, recommended repair facilities.
- **Repair Confirmation** – You can also call 866-437-9274 to talk with an ASE Certified Master Technician to obtain a second opinion about the appropriateness of proposed repairs for automobiles or light trucks. The second expert opinion* is based on the information provided by the member and the initial repair facility. No guarantee is offered or implied on the technician's second expert opinion*.
- **Cost Confirmation** – You can discuss the estimates of costs for proposed repairs on automobiles or light trucks with an ASE Certified Master Technician. The technicians will give their expert opinion* on the appropriateness of the repair costs based on referenced published, universally accepted repair manuals (Mitchell's ALldata) and information provided by the member.

**A consumer must be a current member of the program to be eligible for Expert Opinion. The benefit is applicable for automobiles and light trucks only; commercial vehicles are not eligible. No guarantee is provided, offered or implied in any way with the Expert Opinion benefit. Opinions suggested by the ASE Certified Technicians are based on information received from the calling member and/or repair facility, and thus may be subject to error. No guarantee of any kind is provided by the opinion of the technician – it is simply an opinion. The ASE Certified Technicians do not guarantee the quality of work performed by the repair facilities in the referral network.*

Personalized Trip Routing:

Whether your travel plans include a scenic or direct drive to reach your destination, we can provide you with personalized, easy-to-follow maps, helpful phone numbers, driving information, and other useful tips to make your travel efficient and enjoyable. Simply call 866-437-9274 and tell us your destination. Please allow two to three weeks for regular, first class postal delivery. Expedited mail service is available at an additional charge. (Please have a credit card available for expedited mail service.)

FILING FOR A REIMBURSEMENT:

MAIL ALL REIMBURSEMENT CLAIMS TO: Roadside Assistance Claims • PO Box 660460 • Dallas, TX 75266-0460

Emergency Roadside Service, Towing and Lock-Out Service Reimbursement: You are entitled to reimbursement for towing and/or service call charges for jump-starts, lockouts, tire changes and fuel delivery. Labor at the scene for repairs, parts, including keys made, are not covered. Parts, gas, storage fees, tire repair, and labor performed in a garage, service station, or other service facility, are not covered. Private citizen assistance is not covered for reimbursement. Service for taxicabs, motorcycles and trucks (over one ton) or vehicles used commercially are not covered.

Please mail the original, paid receipt within 90 days of disablement to

WHEN CALLING FOR ROADSIDE ASSISTANCE,
PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:

1. Membership Number
2. Vehicle License number and State of issuance
3. Your vehicle's location
4. Area code and phone number where you can be reached

Services Provided by:
United States Auto Club, Motoring Division, Inc.

Roadside Assistance Claims address. Include your Membership number, name and full address.

Ambulance Expense Reimbursement:

You are eligible for reimbursement for ambulance service if you are involved in a motor vehicle accident. (Not available to residents of Texas.)

Please mail original paid receipt within 90 days of accident to the Roadside Assistance Claims address. Include your Membership number, name and full address.

Emergency Travel Expense Reimbursement

You may receive reimbursement for emergency expenses if your owned vehicle is disabled due to a collision with another vehicle or object 100 miles or more from your primary residence listed with us. Coverage is for expenses incurred within 72 hours of the disablement only, or up to the member's coverage limit (\$1000,) whichever comes first. Coverage includes: lodging, meals, and alternative transportation that are not planned or normal expenses for the member's trip; tips for up to 25% of service; and fuel for a rental for first and last fills. Alcoholic beverages and entertainment expenses are not covered.

Please mail a copy of the accident report that you filed with the state or local police, along with a copy of the repair order from the facility that repaired the vehicle and detailed receipts (originals preferred) for the covered expenses to the Roadside Assistance Claims address within 90 days of disablement. Include your Membership number, name and full address.

Destination Assistance Reimbursement

If your automobile is disabled and you need emergency transportation (taxicab, rental car, shuttle, or other commercial transportation) to an immediate destination, you will be reimbursed up to \$75. Private citizen assistance is not covered.

Please mail original paid receipt within 90 days of disablement to the Roadside Assistance Claims address. Include your Membership number, name and full address.

MEMBER IDENTIFICATION CARD

Your Membership Card is your key to obtaining the services and benefits outlined in this Membership Handbook. Please carry it with you at all times. If your Membership Card is lost or stolen, please notify us immediately.

COVERAGE ELIGIBILITY

1. **Individual Membership** – Covers you, the Member, in any private passenger vehicles owned, rented or leased and driven by you at the time of disablement, with the following exceptions: trucks over one-ton capacity, taxicabs, vehicles used for commercial purposes, camping trailers, travel trailers, mobile or motor homes, motorcycles, RVs or any vehicles in tow. (Kansas residents not limited to owned or leased vehicles.)

2. **Family Membership** – Covers you, the Member, your spouse, and any licensed children up to age 21 residing at your address, in any private passenger vehicles owned, rented or leased and driven by you, your eligible spouse or licensed children at the time of disablement, with the following exceptions: trucks over one-ton capacity, taxicabs, vehicles used for commercial purposes, camping trailers, travel trailers, mobile or motor homes, motorcycles, RVs or any vehicles in tow. (Kansas residents not limited to owned or leased vehicles.)

COVERAGE DETAILS

1. Coverage for the roadside services includes expenses up to the Member Benefit Allowance of a total of \$125 per incident, including any sales tax or miscellaneous member's expense. Costs in excess of \$125 for covered services are at the driver/Member's expense.
2. The \$125 Member Benefit Allowance does not cover: parts, key replacement, fuel (over 2 gallons,) tire repair, rental of towing equipment, storage fees, labor costs for repairs performed at disablement site, garage or service facility, any form of impound towing or towing by someone other than a licensed service station or garage, or a private citizen's assistance.
3. Emergency road service providers and locksmiths are independent contractors and are not employees, agents, or representatives of United States Auto Club, Motoring Division, Inc. and damage claims related to the service provider or locksmith will not be the responsibility of United States Auto Club, Motoring Division, Inc.
4. In this membership Handbook, "Home" is the residence address shown on your membership record (or such other residence address provided to us by you prior to the date services or benefits are requested.)
5. Membership is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. More than three claims in a 12 month period may, at our discretion, result in the cancellation of your membership.

MEMBERSHIP AGREEMENT

1. You will not be required to pay any sum in addition to your membership fee for any service unless specified.
2. Your Club membership begins on the date you are enrolled and services will continue until either you or the Club indicates, in writing, that membership is cancelled. Your Club membership will renew on your anniversary date, either monthly or annually depending on the term of membership you selected. For a monthly membership, you may cancel at any time and receive a full refund of your current month's paid membership fee. For an annual membership, cancel any time and receive a pro-rated refund of your unused portion of your then current year's membership fee.
3. This Membership Handbook and your Membership Card constitute your Member contract. Full details of the nature and scope of your membership are described in the Membership Handbook.
4. For Family Membership, coverage includes member, spouse, and all other licensed drivers in your family, including children up to the age of 21, residing at the member's address. An Individual Membership covers the member only.
5. Membership is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. Your membership entitles you to (3) claims in a 12 month period (up to \$125) at no additional expense. If you have exceeded your allowable Covered claim amount in any 12 month period, additional Pay-As-You-Go services are available, including towing (up to 10 miles), jumpstarts, tire changes, lockouts, and fuel delivery. You must pay for each service with a valid credit card at the time service is dispatched. *Visit the Union Plus program website for details and pricing.*

Note: As part of our continuing effort to maintain high quality service to our members, telephone calls between our employees and our members are periodi-

cally monitored or recorded on a random basis by our supervisory personnel. You understand this and give your consent to any such monitoring or recording of any telephone calls you may have with us. This service is provided by United States Auto Club, Motoring Division, Inc. who is solely responsible for it.

Note: As part of our continuing effort to maintain high quality service to our members, telephone calls between our employees and our members are periodically monitored or recorded on a random basis by our supervisory personnel. We also collect information through GPS from your cell phone to find the approximate location of your vehicle for our service providers when you use your cell phone to call for roadside assistance. By accepting our services, you have indicated that you understand this and give your consent to any such monitoring or recording regarding any telephone calls you may have with us, and for our use of GPS from your cell phone to help identify your vehicle's location. For a detailed description of service and a message from you cellular provider please visit <http://www.driven-solutions.com/geolocation.com>.

IMPORTANT NOTICE

This Member Handbook represents your agreement with United States Auto Club, Motoring Division, Inc. (USAC/MD) for benefits and services. All of these benefits are available in the United States and are in Canada.

The following disclaimers apply to this agreement:

- A. This is not an insurance contract.**
- B. This is not an automobile liability contract.**
- C. This is not an automobile liability or physical damage insurance contract, and does not comply with any financial responsibility laws.**

Craig Hamway, President
United States Auto Club, Motoring Division, Inc.

NOTICE TO WISCONSIN RESIDENTS

Under Wisconsin law, your membership contract is considered an insurance policy. After the first 60 days and prior to the expiration of the agreed term (or one year from the effective date of membership, whichever occurs first) your membership may not be cancelled by the motor club except 1) for failure to pay the membership fee; 2) in the event of material misrepresentation by you; 3) in the event of a substantial change in the risk assumed reasonably unforeseen by the motor club; or 4) for a breach of contractual duties, conditions or warranties by you. No cancellation will become effective until at least 10 days after the first class mailing or delivery of a written notice to you. You have the right, subject to cancellation provisions above, to have your membership renewed on terms no less favorable than those offered to other similar members by the motor club, unless at least 60 days prior to date of expiration of membership, you are provided with a notice of the motor club's intention not to renew the membership beyond the agreed expiration date.

UNION PLUS MOTOR CLUB

CALL 24 HOURS A DAY, 7 DAYS A WEEK

866-437-9274

<Renee Moore> <158242620>

Problems With Insurance?

If you are having problems with your insurance company or agent, do not hesitate to contact the insurance company or agent to resolve your problem. You can also contact the Office of the Commissioner of Insurance, a state agency which enforces Wisconsin's insurance laws, and file a complaint. You can contact the Office Of the Commissioner of insurance by writing to:

**Office of the Commissioner of Insurance, Complaints
Department, P.O. Box 7873 • Madison, WI 53707-7873**

Or, you can call 1-800-236-8517 outside of Madison or 608-266-3585 in Madison, and request a complaint form.

LOCAL OFFICES

For fastest service, contact the Member Service Center at Club Headquarters. Call us 24 hours a day at the toll-free number found on your Membership Card or within this Membership Handbook. Or write us at

**Union Plus Motor Club
P.O. Box 660460 • Dallas, TX 75266-0460.**

Offices listed below may be that of a Club affiliate:

California 5716 Corsa Avenue Suite 110 West Lake Village, CA 90017	New Mexico 1012 Marquez Place, Suite 106 B Santa Fe, NM 87505	Texas 3410 Midcourt Road, Suite 215 Carrollton, TX 75006 800-348-2761
Kansas 3900 SW 40th Terrace Topeka, KS 66610	Nevada 375 N. Stephanie Street, Suite 1411 Henderson, NV 89014	Wisconsin 901 S. Whitney Way Madison, WI 53111
Maryland Incorp Services Inc. 1519 York Road Lutherville, MD 21093 800 - 2incorp	Oklahoma 613 SW 112th Street Oklahoma City, OK 73170	Wyoming 2510 Warren Avenue Cheyenne, WY 82001

Due to occasional changes, if you are unable to locate the office listed, call the toll-free number found on your Membership Card or on the front of this Membership Handbook for current address and phone numbers.

GOODYEAR TIRE & CARE SERVICES DISCOUNT

Visit www.unionplus.org/autos to access your discount coupon.

We are here when you need us! Please call us any time: 866-437-9274. Or write us at: Union Plus Motor Club, P.O. Box 660460, Dallas, TX 75266-0460

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