



We're happy to welcome you as a Member of ASA Roadside!

Please keep this Member Benefit Brochure in your vehicle at all times, as it explains your benefits and services in detail. Take a moment to familiarize yourself with the program details so you fully understand how it works.

Your membership protects you no matter where you travel in the United States, Canada or Puerto Rico. Our 24-hour, 365-days-a-year call center and nationwide network of independent specialized tow, service and repair providers ensures you have peace of mind wherever and whenever you take to the road.

If you have any comments, complaints, or ideas on how we can better serve you, please contact us at info@americanseniors.org. We're always glad to hear from you. We are committed to providing you with the superior level of service and care that you have come to expect from ASA.

We are glad you're a part of our family and wish you safe and happy travels.

Sincerely,

Paul Cornell, Chief Executive Officer
American Seniors Association

WELCOME TO ASA ROADSIDE

HOW TO GET HELP IN AN EMERGENCY

A. Call 1-855-243-2431

Your call is toll-free anywhere in the U.S. (including Alaska and Hawaii), Canada, Puerto Rico. Give the Service Representative your membership number and the phone number you are calling from.

B. Describe the location and vehicle

Tell us the road name and cross street or highway number and nearest mile marker. Also tell us the model, make and color of your vehicle.

C. Describe the problem to our certified dispatch representatives

When you call ASA Roadside, you know that our representatives are specifically trained to answer questions about how to handle vehicle disablement situations. Explain the vehicle's problem so we can send the proper equipment to assist you. Your ASA Roadside Certified Dispatch Representative may ask you to hold while the appropriate local Emergency Service Provider is contacted. We'll confirm the estimated time of arrival and provide you with the information on the Service Provider who is coming to assist you. Once your service provider is dispatched we'll keep you aware of their progress by text message.

If the service does not arrive by the estimated time of arrival

OR If you have been promised a call back and have not received it in the time specified, call us back at **1-855-243-2431** as we may have had difficulty locating your vehicle and/or reaching you at your phone number.

PROTECTION FOR YOUR VEHICLES

Membership vehicles are limited to eligible vehicles owned and registered by any person who is part of the membership. Member owned vehicles shall be eligible for the roadside assistance benefit so long as they are properly licensed and

they are used exclusively for personal or recreational purposes (i.e., non-business purposes):

Eligible Vehicles: Registered light duty private non-commercial vehicles up to 10,000 LBS Gross Vehicle Weight Rating.

PLAN BENEFITS

- **\$100 per incident or mile based per plans in exhibit A, up to 3 uses per 12 months of coverage.**
- **Towing Assistance** - When a vehicle is disabled as a result of a breakdown, we will arrange to have it towed to a destination of your choice.
- **Flat Tire Assistance** - If your vehicle has an operable spare tire, it will be installed to replace a flat tire. If the vehicle has two or more flat tires or it does not have an operable spare, the vehicle will be towed in accordance with the towing benefit.
- **Fuel Delivery Service** - If the vehicle runs out of fuel, we will provide for the delivery of fuel needed at the disablement site. Specific brands or octane ratings cannot be promised. (Does not cover the cost of fuel or fluids).
- **Battery Service** - When a vehicle experiences battery failure, we will provide a jump-start.
- **Lost Key/Lock-out Assistance** - When a driver loses their key or locks them in their vehicle, service will be sent to gain entry.
- **Winching/Vehicle Extraction** - If a vehicle is stuck in a ditch, mud or snow, but it is accessible from a normally traveled roadway; service will be given to either tow or winch the vehicle.

- **Lost Key Reimbursement Includes:** Reimburses you up to \$100 for replacement of your lost/stolen vehicle keys
(Details below)

\$250 Auto Deductible Reimbursement Includes: Automobile Deductible Reimbursement Protection will reimburse you for the auto insurance policy deductible expense You are required to pay for a covered comprehensive or collision loss to your vehicle, up to \$250.00. Automobile Deductible Reimbursement Protection is limited to one reimbursement per 12 month period and is excess to any other applicable indemnity program. (Details below)

Complimentary Trip Interruption Reimbursement Assistance Benefit Statement Includes:

Trip Interruption Reimbursement Assistance is a complimentary benefit of your new Membership; it is extended to you for no additional charge by and administered by Roadside Protect, Inc. Your Program benefits begin on the effective date of your membership and continue for 365 days from the effective date (Details below)

COVERED EXPENSES

The following expenses are covered under the ASA Roadside Program and are limited to the specific coverage amounts of your plan, either Classic, Standard or Premium.

Towing – When your vehicle is disabled due to mechanical breakdown, the Roadside Assistance Administrator will arrange for a Roadside Contractor to tow it to the nearest service facility of your choice up to the service expense equivalent of \$100 or miles per your plan.. Additional expense will be your responsibility to pay to the towing Roadside Contractor.

Flat Tire Assistance – A flat tire will be changed with your spare tire. If, for any reason, the spare is not usable, the lug nuts cannot be removed or the vehicle has two flat tires with one usable spare, towing will be provided in accordance with the towing provisions.

Fuel Delivery Service – An emergency supply of fuel of up to three (3) gallons will be delivered if your covered vehicle runs out of fuel. You will be responsible for the cost of fuel.

Lock Out Service – If your keys are locked in the vehicle, assistance will be provided to gain entry into the vehicle up.

Jump Start – Jump start service will be provided to start your vehicle.

Winching/Extraction – If your vehicle is stuck in a ditch, mud or snow, but it is accessible from a normally traveled roadway, service will be given to either tow or winch the vehicle. Dispatch coverage for winching is limited to \$100; any expense incurred beyond \$100 will be your responsibility to pay to the Roadside Contractor.

Roadside Assistance Reimbursement. If for any reason we cannot provide the benefits listed in this Program, you must obtain an authorization number from our dispatch center to use at the service provider of your choice. We will reimburse you up to \$100 or the specific amount listed in the covered expenses (whichever is less) upon presentation of the original paid service provider receipt. The authorization number is required to be eligible for reimbursement.

All documentation should be mailed to:

Roadside Protect, Inc.
Attn: Reimbursement
P.O. Box 55698, Sherman Oaks, CA 91413
Phone 1-800-993-8473 – Claims Dept.

Coverage Eligibility. Three (3) claims limit per membership per year.

Roadside assistance services administered by Roadside Protect, Inc.

Roadside Protect, Inc. operates as Roadside Protect Motor Club in California."

Tire Hazard Protection up to \$150 Includes: This Program provides reimbursement up to \$25 for one flat tire repair or \$150 for one tire replacement, per vehicle during the Coverage Term, when an eligible tire is damaged by a road hazard (Details below)

PLAN PRICING AND BENEFITS

Package - Classic

- \$100 towing & road service coverage
- Tire Hazard Protection up to \$150
- Lost Key Protection up to \$100
- Trip Interruption up to \$250

Yearly Member Price- \$44.00

Package - Standard

- 30 miles of towing & \$100 road service
- Tire Hazard Protection up to \$150
- Lost Key Protection up to \$100
- Auto Deductible up to \$250
- Trip Interruption up to \$250

Yearly Member Price - \$54.00

Package - Premium

- 100 miles of towing & \$100 road service
- Tire Hazard Protection up to \$150
- Lost Key Protection up to \$100
- Auto Deductible up to \$250
- Trip Interruption up to \$250

Yearly Member Price - \$64.00

Coverage Eligibility. Three (3) claims limit per membership per year.

Lost/Stolen Key Replacement

You will be reimbursed up to \$100 for replacement of your lost/stolen vehicle keys. To receive Reimbursement, you must mail the following items along with your membership information to Roadside Protect, Inc.'s offices following the instructions in the Roadside Assistance Reimbursement section:

- Your original receipt for the payment of the key replacement service
- A copy of your automobile registration

All documentation should be mailed to:

Roadside Protect, Inc.
Attn: Reimbursement
P.O. Box 55698, Sherman Oaks, CA 91413
Phone 1-800-993-8473 – Claims Dept.

\$250 Auto Deductible Reimbursement

This is not an Automobile Liability or Physical Damage Insurance Contract, and does not take the place of any other coverage on your automobile.

Even the simplest parking lot collision can cause damage that exceeds your auto insurance policy deductible. **Automobile Deductible Reimbursement Protection** will reimburse You for the auto insurance policy deductible expense You are required to pay for a covered comprehensive or collision loss to your vehicle, up to \$250.00. **Automobile Deductible Reimbursement Protection** is limited to one reimbursement per 12 month period and is excess to any other applicable indemnity program.

You will not qualify for Protection if: 1) You do not maintain automobile insurance on the vehicle at the time of loss; 2) The insurance company declines coverage under your automobile insurance policy; 3) The loss does not exceed the automobile insurance deductible; or 4) Your insurance company waives the insurance policy deductible.

Protection is not provided for loss caused by or resulting from any of the following:

1. Delay, loss of market, loss of use, or any other causes of consequential loss, including (but not limited to) loss arising from loss of time, inconvenience, lost profits or savings or other incidental, special, or consequential damages arising out of the use of or inability to use your covered vehicle.
2. Intentional or dishonest acts.
3. Wear and tear, depreciation or obsolescence, or damage through normal course of use or consumption.
4. Deterioration, hidden or latent defect, or any quality in your vehicle that causes it to damage or destroy itself.
5. Warlike action by military force including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military personnel or other authority using military personnel or other agents.
6. Seizure or destruction of your vehicle by order of governmental authority;
7. Any weapon employing atomic fission or fusion.
8. War, including undeclared civil war.
9. Actual or expected certified or non-certified act of terrorism;
10. Nuclear reaction or radiation, or radioactive contamination from any other cause. We will, however, pay for direct physical loss to member's vehicle and/or personal effects caused by any resulting fire.

In the event of a loss you will be asked for a copy of your primary insurance settlement worksheet as proof of the deductible expense. Please contact the Administrator to report the loss or for questions or protection assistance:

**AMT Warranty P O Box 1129 Bedford TX 76095-1129 (888)
330-6997 Fax# (888) 725-4123**

This Automobile Deductible Reimbursement Protection is backed by a Contractual Liability Deductible Reimbursement Insurance Policy entered into between Roadside Protect, Inc. and AmTrust International Underwriters issued pursuant to Section 445 of the Illinois Insurance Code by a company not authorized and licensed to transact business in Illinois and as such is not covered by the Illinois Insurance Guaranty Fund.

Complimentary Trip Interruption Reimbursement Assistance Benefit Statement

Trip Interruption Reimbursement Assistance (the "Program") is a complimentary benefit of your new Membership; it is extended to you for no additional charge and administered by Roadside Protect, Inc. Your Program benefits begin on the effective date of your membership and continues for 365 days from the effective date identified on your membership documents ("Benefit Period").

WHAT IS TRIP INTERRUPTION REIMBURSEMENT INSURANCE?

The Trip Interruption Reimbursement Assistance benefit will reimburse you for eligible Trip Interruption Expenses incurred up to a maximum benefit of \$250.00. Eligible Expenses are limited to costs you incur for food and/or lodging as defined below within the immediate 48 hours following a Mechanical Breakdown which disables your vehicle for a period lasting a minimum of 24 hours or which requires you to stay overnight before the mechanical repairs can be completed and which occurs at least 50 miles from your primary residence. The benefit is extended to you, your spouse, and your teenage drivers and any vehicles registered to the same. During normal business hours, the Program will provide a referral to the nearest network service center (if one is available) or assistance locating the closest repair facility to your breakdown location.

Who is Eligible?

Assistance is extended to you and your spouse or domestic partner and any Eligible Vehicles registered to the same. You are allowed up to two claims per year. Benefits are not transferable. An Eligible Vehicle means a non-commercial private passenger vehicle registered to you, your spouse or domestic partner living in your household.

To Obtain a Referral

Referral assistance is available by calling **1-855-243-2431** (toll-free) during normal business hours which are Monday – Friday, 8 a.m. to 8 p.m. and Saturday, 8 a.m. to 5:30 p.m., Eastern Time.

To Qualify for Reimbursement

- You or your spouse or domestic partner must be driving an Eligible Vehicle; and
- The vehicle must be disabled due to a Mechanical Breakdown as defined below;
- and the vehicle disablement period must be a minimum of 24 hours or require an overnight stay before mechanical repairs can be completed; and
- Eligible Expenses are incurred within the immediate 48 hours following the Mechanical Breakdown which disables your vehicle; and
- The vehicle disablement must occur at least 50 miles from your primary residence; and

- **Requests for reimbursement of expenses must be submitted within thirty (30) days of the original date of the Mechanical Breakdown.**
- **“Mechanical Breakdown”** means an Eligible Vehicle disablement caused by the failure of an installed vehicle part or accessory originally supplied by the manufacturer or replaced with a like kind or quality. It does not include alterations made to the Eligible Vehicle or using the Eligible Vehicle in a manner which is not recommended by the manufacturer nor does it include damage caused by any outside element including but not limited to accident, collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood.
- **“Eligible Expenses”** mean expenses incurred for food purchased from a licensed food vendor (e.g., restaurants, grocery stores, etc.) and lodging purchased from a commercial lodging establishment and are limited to costs you incur for food and lodging within the immediate 48 hours following a Mechanical Breakdown which disables your vehicle for a period lasting a minimum of 24 hours or which requires you to stay overnight before the mechanical repairs can be completed and which occurs at least 50 miles from your primary residence.

WHAT DO I NEED TO DO TO SUBMIT A REQUEST FOR REIMBURSEMENT?

- Submit your written request for reimbursement along with the required documents listed below by email, fax or postal mail within thirty (30) days of the original date of the Mechanical Breakdown. Requests submitted after 30 days are not eligible for reimbursement.
- Requests may be sent to:
 - Roadside Protect, Inc.***
 - Attn: Reimbursement***
 - P.O. Box 55698, Sherman Oaks, CA 91413***
 - Phone 1-800-993-8473 – Claims Dept.***

What Documents Are Required to Submit with my Request?

- Your written request for reimbursement which must include the following so that we can contact you if necessary for additional or missing information:
 - Membership Number
 - Your First and Last Name
 - Driver’s First and Last Name
 - The best way to reach you (telephone, email address, or postal address)
 - Your complete mailing address
- A copy of the Vehicle Registration for the disabled vehicle.
- The paid repair invoice showing:
 - The name, address, and telephone number of the repairing facility;
- The year, make, model, and mileage of the disabled vehicle;
 - The date and time the vehicle was left for repairs and the date and time the vehicle was ready and back in service;
 - The name of the driver/customer that requested and paid for the repairs to the disabled vehicle;

- A description of the mechanical breakdown and the parts and labor required to repair the vehicle;
- Receipts for eligible Expenses incurred during the immediate 48 hour period following the vehicle disablement; and
- Any other documents as requested to verify the claim.

HOW WILL I BE REIMBURSED?

If the documentation submitted is verified and approved, you will receive your reimbursement check from us promptly by mail.

What Are the Exclusions?

The Program will not pay or reimburse for:

- Any costs or expenses you incur related to a vehicle accident or collision or any damage which is normally covered by an automobile insurance policy
- Any costs or expenses you incur resulting from anything other than your vehicle’s mechanical breakdown due to workmanship or the failure of parts
- Requests for reimbursement of non-eligible Expenses
- Any costs or expenses you incur related to fraud, abuse, intentional acts, war or hostilities of any kind or arising from illegal activity
- Any costs or expenses you incur involving alterations made to the Eligible Vehicle or using the Eligible Vehicle in a manner which is not recommended by the manufacturer.
- Any costs or expenses you incur involving damage caused by any outside element including but not limited to accident, collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust or corrosion, windstorm, hail, water or flood.

Tire Hazard Protection up to \$150

WHAT YOU MUST DO WHEN YOU NEED TO REPAIR OR REPLACE A FLAT TIRE CAUSED BY A ROAD HAZARD

FOR ALL TIRE CLAIM SUBMISSIONS:

1. If you have presented an eligible tire during the Coverage Term, the tire service facility will verify that the damage to the tire is due to a road hazard as defined herein.
2. If the tire can be safely repaired, it will be repaired as described under Flat Tire Repair.
3. You must sign the tire repair or replacement invoice.
4. You must furnish such information as may be required, including the Department of Transportation (“DOT”) number if the tire is requested for inspection.
5. The tire being replaced must be made available for inspection if requested by the Program Administrator.
6. Tires being replaced must be surrendered to the tire service facility or to the Program Administrator at the Program Administrator’s expense if requested for inspection.
7. ALL CLAIM DOCUMENTATION MUST BE RECEIVED BY THE PROGRAM ADMINISTRATOR (INCLUDING THE TIRE IF REQUESTED AT THE EXPENSE OF THE PROGRAM ADMINISTRATOR) WITHIN THIRTY (30) DAYS OF SERVICE, OR THE CLAIM MAY BE DENIED. RESIDENTS OF WISCONSIN ARE NOT LIMITED TO 30 DAYS.

TERMS AND CONDITIONS

THIS 365-DAY COMPLIMENTARY PROGRAM IS PROVIDED FREE OF CHARGE AS PART OF ROAD COMPANION MEMBERSHIP. YOU ARE NOT REQUIRED TO PURCHASE THIS PROGRAM AS A CONDITION TO THE PURCHASE OF ANY PRODUCT OR AS A CONDITION TO THE EXTENSION OF CREDIT.

The Tire Program ("Program") is administered by Roadside Protect, Inc. ("Program Administrator").

WHAT IS COVERED: This Program covers only the tires installed on the vehicle and that is clearly identified by year, make, and model on your original purchase invoice for an auto-related product or service ("Eligible Tires") from the shop identified on the invoice. This Program is limited to one repair or replacement of a tire damaged by a road hazard as described below.

TERM OF COVERAGE: This Program covers eligible tires for a term of 365 days from the date you activated your membership, or until any part of the tire tread that comes in contact with the road has a tread depth of 3/32" or less, whichever occurs first ("Coverage Term").

WHAT IS ROAD HAZARD DAMAGE? Road hazard damage occurs when a tire fails as a result of a puncture, bruise, or impact break incurred during the course of driving in a legal manner on a road maintained by state or local authority. Nails, glass and potholes are the most common examples of road hazards.

WHAT ARE THE BENEFITS? This Program provides reimbursement up to \$25 for one flat tire repair or \$150 for one tire replacement, per vehicle during the Coverage Term, when an eligible tire is damaged by a road hazard ("Benefit Limit").

WHAT ARE THE LIMITATIONS?

- For service under this Program, you must take your vehicle to a licensed tire service facility.
- This Program provides reimbursement for flat tire repair or tire replacement, up to the Benefit Limit per vehicle per registered vehicle during the Coverage Term, when an eligible tire is damaged by a road hazard.

YOUR RESPONSIBILITIES:

1. Properly care for and maintain your tires, including ensuring tires are operated at proper inflation pressures.
2. Use all reasonable means to protect your tires from additional damage.
3. **Contact the Program Administrator at 1-855-234-2341 for prior authorization and a claim number before replacing a damaged tire (not required for flat tire repairs).**
4. Furnish such information as may be required, including the Department of Transportation (DOT) numbers of the tires installed on the vehicle.
5. Payment of all expenses and costs not payable by this Program.
6. If a tire needs to be replaced and authorization cannot be obtained because the damage has occurred outside of the Program Administrator's normal business hours, you may elect to wait for authorization or proceed with a tire replacement. In order to be eligible for reimbursement:

- (1) you may go to a licensed tire service facility of your choice;
- (2) if replaced, the damaged tire must be retained, AND (3) the Program Administrator must be contacted at 1-855-243-2431 within 2 business days. There is no guaranteed eligibility.

WHERE YOU CAN OBTAIN SERVICE: For service under this Program, you must take your vehicle to a licensed tire service facility. For assistance locating the nearest tire service facility, you may contact the Program Administrator at 1-855-243-2431 during normal business hours.

FLAT TIRE REPAIR: If an Eligible Tire is damaged due to a covered road hazard during the Coverage Term and can be safely repaired per industry standards and guidelines, the tire may be repaired. The permanent patch/plug and labor to perform the repair is reimbursable up to the Benefit Limit. You are responsible for any all charges including, but not limited to, mounting, balancing, taxes and miscellaneous fees. It is not necessary to contact the Program Administrator before having a flat tire repaired.

TIRE REPLACEMENT: If, during the Coverage Term, an Eligible Tire is damaged due to a covered road hazard and cannot be safely repaired per industry standards and guidelines, it will be replaced with an exact make/model of tire if available. If not available, a comparable quality tire will be installed. Reimbursement for the replacement tire will not exceed the Benefit Limit. You are responsible for all charges including, but not limited to, mounting, balancing, taxes and miscellaneous fees.

EXCLUSIONS: THIS PROGRAM WILL NOT PAY OR REIMBURSE FOR:

1. Tire repairs or replacements made by anyone other than a licensed service provider, its agents, contractors or licensees.
2. Failures to tires occurring when any part of the tire tread that comes in contact with the road has a tread depth of 3/32" or less.
3. Any loss, damage or expense caused by accidents, collision, theft, larceny, snow chains, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, civil commotion, riots, war, etc.
4. The repair or replacement of a tire due to manufacturer recall, defect or warranty or any reason the manufacturer will repair or replace the tire at its expense or at a reduced cost.
5. Any invoice presented for payment of services not performed.
6. Any damage due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.
7. Cosmetic damage to any tire. Cosmetic damage is described as damage that does not affect the structural integrity of the tire.
8. Any loss, damage or expense as a result of off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).
9. Damage caused by mechanical failures (e.g., failed shocks, struts, alignment, balancing, etc.) or interference with vehicle components (e.g., fenders, exhaust, springs, etc.).
10. Repair or replacement of tires that have been repaired in a manner other than per tire manufacturer guidelines and industry approved methods.

11. Repair or replacement of tires that have been re-treaded, re-capped, re-grooved, remolded, or tubed.
12. Repair or replacement of any tire(s) used or installed on vehicles with a manufacturer's load rating capacity greater than one-ton.
13. Repair or replacement of any tire(s) used or installed on vehicles with a load capacity of one-ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes.
14. Repair or replacement of any tire(s) used or installed on vehicles used for competitive driving or racing, police or emergency service, snow removal, carriage of passengers for hire, commercial towing, construction, or postal service.
15. Repair or replacement of any tire(s) used or installed on vehicles used for farm, ranch, or agriculture, and vehicles that are registered to or licensed under a farm or ranch.
16. Repair or replacement of tires that are not damaged while on the vehicle clearly identified by year, make and model on the Original Purchase Invoice.
17. Repair or replacement of tire pressure monitoring systems (TPMS) and/or devices and components associated with TPMS.
18. Liability for damage to property, injury to or death of any person arising out of the operation, maintenance or use of the vehicle whether or not related to tire damage.
- 19. PRE-EXISTING CONDITIONS AND/OR DAMAGE**
- 20. CONSEQUENTIAL, INCIDENTAL AND/OR SECONDARY DAMAGES.**
21. Any other costs or expenses that may be incurred as a result of the need to repair or replace a tire.
22. Any costs or expenses arising because the vehicle is not available for use.
23. Traffic fines, citations or penalties.
24. Storage or freight charges.

If a claim is paid by the Program Administrator and should have been paid as a result of coverage by a valid collectible insurance policy, or by another company, you agree that the Program Administrator shall have subrogation rights allowing it to be reimbursed for the amount of the paid claim. You understand that the reimbursement may be payable by you, your insurance company or another company. When an eligible tire is damaged by a road hazard and another company provides any reimbursement for the tire, the maximum amount reimbursable under this Program will be less the amount of their reimbursement.

THE PROGRAM ADMINISTRATOR RESERVES THE RIGHT TO DENY ANY REQUEST FOR REIMBURSEMENT SUBMITTED WITH FALSE OR MISLEADING INFORMATION OR IF THE PAPERWORK DOES NOT CLEARLY IDENTIFY THE ORIGINAL PURCHASER, VEHICLE AND SHOP, OR IF YOU ARE UNABLE TO PROVIDE THE ORIGINAL PURCHASE INVOICE.

Authorization is granted based on the information provided during the claim process; if the documentation submitted (including the tire if requested) does not substantiate the information provided, your claim may be denied. All claims must be submitted within 30 days (except Wisconsin where members can take longer than 30 days) of service or your claim may be denied. All claim documentation, including the tire(s) if requested, must be submitted within 30 days of service in order for your claim to be considered for reimbursement.

GENERAL

1. The terms and conditions outlined above are the full and complete agreement between the parties. No oral representations or statement should be relied upon by you.
2. The Program Administrator may delegate the performance of its duties and obligations and assign its rights and benefits hereunder.
3. The Program Administrator assumes no obligation or responsibility with regard to the vehicle.
4. The Program Administrator neither assumes nor authorizes anyone to assume additional liability on its behalf.

ASA ROADSIDE ASSISTANCE

Your ASA Roadside Assistance membership (hereinafter collectively the "membership") provides all of the services described in this Member Benefit Brochure for the total cost of your annual enrollment. Other than what is specifically provided for in the brochure, there are no additional charges. Your benefits become active 72 hours after receipt of your payment.

Unless you elect to automatically renew with your credit card at the end of the term, your membership may be renewed for an additional year upon approval of your membership renewal payment. Membership is continuous if you elect to be automatically renewed with your credit card; if not, you will be invoiced at the then current rate in effect.

The purpose of the ASA Roadside Auto program is to provide roadside assistance, in the event of a disablement of any eligible vehicle in the possession of either you or your spouse under this program, which is required to enable that vehicle to either proceed safely under its own power, or to be towed to the nearest professional service center for repair. This benefit is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle.

MEMBERSHIP CARD

Please keep your ASA membership card on hand at all times. Your card bears the TOLL-FREE number to call when you need roadside assistance and provides many other benefits. A membership and membership card are issued in the name of the Member and the Spouse if applicable. If you lose your card, you can request a new card by calling 1-800-951-0017 or visiting your account at www.americanseniors.org.

SPOUSE OR DOMESTIC PARTNER PROTECTION

The benefits described in this brochure are nontransferable and will be provided only to the Member or Member's Spouse or Domestic Partner. (i.e., one of two adults residing in the same household)

This is not an insurance policy, and does not comply with any financial responsibility law. This is a Member Benefit Brochure for ASA Roadside, a motor club program offered by, American Seniors Association which home office is located at 353 6th Avenue West, Bradenton FL 34205. The telephone number for the home office is 1-800-951-0017. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are provided by ASA Roadside in the states noted herein. Except as provided for by law to the contrary in the state where you reside, this Member Benefit Brochure is for informational purposes only and is not intended to be any type of contract.

24-HOUR EMERGENCY ROADSIDE ASSISTANCE

You can call toll-free, 24 hours a day, 365 days a year. We work with a network of independent specialized tow, repair, and service providers who have the specific heavy-duty gear and the knowledge to take care of any roadside emergency. One quick call takes care of everything – from towing to changing a flat tire to emergency fuel delivery and so much more, as provided for in this brochure.

TOWING SERVICE

Our 24-hour, 365 days-a-year dispatch center is available with one toll-free call. When you call for service, ASA Roadside pays 100% of the towing fees for the delivery of your vehicle to the destination of your choice up to the limit stated in your coverage plan. If you make any request for your vehicle to be taken to a location that is beyond the limit of your coverage plan, including towing to your home, the additional mileage fee, if any, will be at your expense.

Mileage fees for any excess mileage or additional towing

FLAT TIRE SERVICE

A service technician will replace a flat tire with your inflated spare or we'll tow your vehicle to the destination of your choice within the service limits of your plan. **Note: This benefit does not include seasonal tire changes. Member is responsible for any parts or labor.**

BATTERY SERVICE

If your vehicle's battery is dead, our service technician will attempt to jump-start your vehicle. When appropriate and at the Member's discretion, if a replacement battery is required we will attempt to locate and install a new battery. The Member is responsible for the retail cost of the battery and all parts and labor charges necessary to install the new battery. If the vehicle cannot be started, towing will be provided (see "Towing Service").

EMERGENCY FUEL AND FLUID SERVICE

If your vehicle runs out of fuel, a limited supply of fuel will be delivered to enable you to reach the nearest fueling station (up to 3 gallons). Other essential fluids needed to enable continued safe operation will also be made available, including anti-freeze, transmission fluid, differential and transfer case lubricant. Note: Delivery does not include the cost of fuel and fluids delivered.

LOST KEY/LOCK OUT SERVICE

We will pay for a locksmith to come to your location and gain entrance into your vehicle. Member is responsible for payment for all additional labor, as well as all parts, including the cost of replacement keys.

PROTECTION IN THE U.S., CANADA AND PUERTO RICO

The Services outlined in this brochure will be provided for disablements occurring anywhere in the U.S. (including Alaska and Hawaii), Canada and Puerto Rico.

services will be determined and billed directly by the independent service provider at the time of the disablement, and all payment of that additional mileage fee or additional towing service fee will be paid by member directly to the service provider.

Note that service providers and facilities referred to members by ASA Roadside are independent businesses neither owned, controlled nor operated by us. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ASA Roadside.

Subject to the provisions of this brochure, towing services and other roadside assistance services are also provided for membership-owned vehicles which become disabled as a result of a collision.

Note: Fees for services that you hire on your own are not reimbursable.

SERVICE LIMITATIONS

The ASA Roadside program does not service or offer reimbursement for the cost of parts, including fuel or labor for repairs or installation of replacement parts. Other exclusions include expenses resulting from calls from cellular phones, storage charges, delays or displacement, or clean-up. Unless expressly listed in this benefit brochure, expenses incurred for hotels, meals, campgrounds, car rentals, taxi fare or airfare while your vehicle is disabled or being repaired are not included.

IMPORTANT NOTES

This brochure is intended to supersede any and all brochures or other advertising material previously issued pertaining to this motor club program, and such brochures and other advertising material are null and void. The provisions of this brochure are effective as of the initial date of your membership. However, the ASA Roadside Assistance program benefits, services, prices, policies and procedures are subject to change without notice by posting them on the program website at www.americanseniors.org, and such changes shall be effective for the Member upon the earlier of either the date of your next renewal of membership or the membership anniversary, at which time the amended brochure with those changes will be provided to the Member. Further, if any law in any State makes any of the provisions herein unlawful, those provisions shall not apply to those residents in that State. At their discretion, law enforcement officers may radio for a non-program emergency service provider. If this happens, please call for reimbursement information. Towing or disablement service charges may also be eligible for reimbursement when a law enforcement officer requests those services from a non-program provider in the event that a Member's vehicle breaks down on a limited access or toll road. All claims must be submitted with original paid receipt and letter of explanation within 90 days of the incident for consideration of reimbursement. To receive the services provided under this program, Members and Associates must call our toll-free phone number: **1-855-243-2341**. Only active members are eligible for benefits. Fees for services obtained independently of the ASA Roadside Assistance program will not be reimbursed unless specifically provided for in this brochure. A request for reimbursement will only be considered so long as it is provided for in this brochure.

MEMBERSHIP AND CANCELLATION POLICY

Membership is subject to cancellation by either party at any time for any reason, upon written notification. The cancellation of a membership includes both the Member and spouse who are members under the membership. All benefits will cease under the membership.

All benefits will cease when the membership expires or either party cancels. Should either party cancel, the Member will receive a prorated refund for the unused portion of his/her membership term, without any deductions.

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE

Call 1-855-243-2431

FOR SPEECH AND HEARING IMPAIRED

Call 1-XXX-XXX-XXXX

FOR GENERAL INQUIRIES, CHANGE OF ADDRESS, ETC.

American Seniors Association
353 6th Avenue West,
Bradenton FL 3420

TO PAY MEMBERSHIP DUES

American Seniors Association

www.americanseniors.org

800-951-0017

MONEY-BACK GUARANTEE

You must be satisfied with this ASA Roadside Assistance **or you can cancel within 30 days of joining** to get a complete refund of your paid dues.