



AA Access Membership Terms and Conditions

Please note that the terms of the [General Policy Terms and Conditions](#) is applicable to this policy document and should be read in line with same, and its terms are accordingly incorporated herein as if specifically incorporated, mutatis mutandis.

1. PRODUCT DESCRIPTION

AA Access is a free membership offered by The Automobile Association of South Africa NPC.

AA Access members receive access to the following tools and services: AA Rates Calculator, AA Road & Distance Calculator, Online IDP application, Legal Advice, Motor-related Technical Advice, IN Motion Magazine and AA Medical Assistance.

By becoming an AA Access member and using the tools and services referred to above, you confirm and acknowledge that you give the AA permission to collect, store, and process your personal information in accordance with the Protection of Personal Information Act No. 4 of 2013 ("POPIA"). We confirm that the AA complies with the requirements of POPIA.

AA Legal Advice is a telephonic legal advisory service providing basic legal advice in relation to specific legal topics and areas listed below. This service is not intended to substitute that of legal practitioners (attorneys and advocates) but rather to provide basic and initial practical telephonic legal advice.

- Calls are limited to 1 (one) call every 2 (two) months.
- The service is available Monday to Friday 08:00 - 16:00. Weekends and public holidays are excluded.
- The service is available for real-life legal queries only and does not cover academic questions, such as but not limited to, assistance with a student's assignment.
- Advice will only be provided in relation to pre-litigation matters.
- We do not carry out any negotiations with third parties on your behalf.
- We provide no warranties in relation to the advice we provide. Any advice or information provided is used and accepted at your own risk. To the fullest extent permitted by law the AA will not be liable for any loss or damage suffered as a result of any advice provided or not provided.

30 Categories covered:

Motor Law:

- National Road Traffic Act Queries;
- Disputes with Service providers;
- Motor vehicle accidents;
- 35 ○ Insurance and third party claim advice ;
- Queries with respect to licensing, transfer of ownership and traffic fines;
- Advice relating to Road Accident Fund queries;
- Contractual issues in relation to the selling and buying of motor vehicles.
- **Exclusions:** Filing and processing of Road Accident Fund claims.

40 **Civil Disputes:**

- Consumer Protection Act queries and consumer issues including advice regarding defective goods, poor workmanship, refunds, repairs, replacements and cancellations;
- Civil actions, such as the Magistrates Court and Small Claims Court processes including prescription, jurisdiction, civil procedure etc.;
- 45 ○ Recommendations on the correct legal channels and/or regulatory bodies.

Contractual:

- Advice in relation to the principles of contract law;
- Interpretation of contractual agreements and clauses;
- 50 ○ Assistance with basic standard contract templates which falls within the legal topics and areas of this document (such as purchase and sale agreements, lease agreements etc.).
- **Exclusions:** Business, corporate and commercial, competition, insolvency and business rescue, intellectual property or tax related advice as well as any contracts over R500 000.00 (five hundred thousand Rand) in value.

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Delictual:

- Material damages, negligence, fault, apportionment of damages etc.
- Public liability and third party claims.
- Personal injury (including medical negligence, slips and falls etc.).

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Family law:

- Advice in relation to matrimonial property regimes, divorce, rights in respect of children etc.;
- Advice regarding Wills and administration of estates (including basic templates of wills);
- 65 ○ Testate and intestate succession.

Labour law:

- Advice regarding unfair labour practices; dismissals.
- Grievances, working hours, victimization, disciplinary proceedings etc.

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- Exclusions: Actual CCMA and/or labour court representation or appearances, collective bargaining matters.

Criminal law:

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- Advice regarding basic criminal law processes, rights of the accused.
- Motor related criminal queries.
- Domestic violence processes.
- Exclusions: Actual criminal proceedings, rape and child molestation matters, bail matters.

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AA Technical Motor Advice is a telephonic advisory service providing basic technical advice based on limited details. The advice is an opinion only and do not constitute a complete mechanical diagnosis (which can only be done by a qualified vehicle repairer in a workshop environment). The opinion or advice provided is not binding to AASA or any vehicle repairer, whether affiliated with AASA or not.

AA Access members rights for repair services prescribed under the Consumer Protection Act (CPA) remain between the AA Access member and the repairer only.

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AA Medical Assistance is coordinated through our call centre to support you in a medical emergency. All costs arising from the medical response, treatment, transport, or third-party services are **for your account on a pay-on-use basis**. To the fullest extent permitted by law neither we nor our service providers will be liable for any loss or damage suffered as a result of any services we or our services providers render, or fail to render.

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Without prejudice to any other remedy available to us, you indemnify us and our service providers against any loss or damage suffered by us and/or our service providers as a result of you and/or any person receiving a service from us, through you breaching any of our terms and conditions.

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Roadside assistance is available on a pay-on-use basis to AA Access members. Any roadside assistance, whether patrol or towing assistance will be quoted, and the service will only be dispatched once the payment has been received and acknowledged. Failure of which will mean no service will be dispatched.

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AA Armed Response is not included in AA Access members benefit structure. AA Access members can sign up for AA Armed Response on a subscription basis at an additional monthly or annual cost.

Individuals aged 18 years and above residing in South Africa are eligible to register for AA Access.

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2. TERMS AND CONDITIONS (READ ALONG WITH THE [GENERAL POLICY TERMS AND CONDITIONS](#))

AA Access Membership will be terminated forthwith should a member fraudulently attempt to obtain benefits which they are not entitled to, without prejudice to any other rights the AA may have.

AA Access membership is continuous and remains active without the need for renewal.

The AA may opt-out, amend, suspend or discontinue any AA Access services at any time at our discretion.

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