

**ROADSIDE RESCUE.
PARAMEDICS.
ARMED RESPONSE.**

Member Handbook



BENEFIT	AA GO	AA Prime	AA Family
Assistances per Subscription Period	2	5 (Fair use*)	12 (Fair use*)
Tow Roundtrip Entitlements (see below for the definition)	40km	100km	100km
Tow due to Mechanical or Electrical Breakdown	Limited to one assistance	✓	✓
Tow due to an Insured Event	Pay on Use	✓	✓
Overnight Storage for the first 24hours	✓	✓	✓
Designated Driver	Pay on Use	Pay on Use	Pay on Use
PATROL			
Tyre Change	✓	✓	✓
Jump Start	✓	✓	✓
Battery Testing	✓	✓	✓
Battery Sales & Replacement	✓	✓	✓
Locksmith	✓	✓	✓
Fuel Rescue (included in your allocated callouts)	2	2	5
Emergency Medical Rescue	✓	✓	✓
EXTENDED BENEFITS WALLET	R 0	R 5 000	R 10 000
Long Distance Tow	Pay on Use	✓	✓
Accommodation	Pay on Use	✓	✓
Car Hire	Pay on Use	✓	✓

VALUE ADDED PRODUCTS			
Legal Advice Line	✓	✓	✓
Motor Related Technical Advice Line	✓	✓	✓
Medical Advice Line	✓	✓	✓
Armed Response	✓	✓	✓
Trauma Counselling	✓	✓	✓
AA Lifestyle Magazine	✓	✓	✓
Taxi Service	✓	✓	✓
Pothole Damage Assist	✓	✓	✓
License Renewals	✓	✓	✓
Accident Claim Assist	Optional Subscription	Optional Subscription	Optional Subscription
Fines Assist	✓	✓	✓

* Each assistance in excess of 5 for AA Prime and 12 for AA Family, will be individually considered in terms of the AA's FAIR USE POLICY.

FAIR USE POLICY

The AA is a non-profit company. The prices and benefit entitlements for each Membership option have been carefully calculated using industry norms and our own historical usage patterns. It is therefore imperative that benefits are not abused. The AA reserves the right to charge for assistances should you exceed allocated callouts.

- AA Go members obtain 2 (two) entitlements (callouts) per a 12 (twelve) month subscription. This includes 2 patrol assistances; or 1 patrol assistance and 1 mechanical and electrical breakdown tow assistance, which form part of the callouts.
- AA Prime members obtain 5 (five) entitlements (callouts) per 12 (twelve) month subscription - only 2 (two) fuel assistances, which form part of the 5 (five) callouts.
- AA Family Members receive 12 (twelve) shared entitlements (callouts) per 12 (twelve) month subscription. This includes up to 5 (five) fuel assistances, which form part of the 12 (twelve) callouts and are shared among all nominated members. The entitlements are inclusive of roadside and medical assistance. These memberships are found in the Benefit table.

AA ROADSIDE RESCUE



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

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

Our towing service ensures that when your vehicle cannot be repaired on the roadside, it is safely transported to the nearest suitable repair facility, giving you peace of mind that your vehicle is taken care of.

- **Emergency fuel** to reach a filling station (subject to Terms and conditions and package limits)
- **Mobile Battery Service** - 24/7 Always-on-call mobile battery sales, tests and jump-starts.
- **Flat tyre change** & on-the-spot repairs.
- **On-the-spot minor repairs** (subject to availability)
- **Locksmith Service** - Opening your car if you've locked your keys inside.

Long Distance Travel Benefits

Breaking down far from home can be stressful, that's why the AA Prime & AA Family packages include towing, accommodation or car hire for breakdowns over 100km from home. Service is limited to the allocated Extended Benefits wallet

When you break down more than 100km from home, your extended benefits will assist with towing, accommodation or car hire.

- **Towing to the nearest repairer**
- **Long Distance Tow**
- **Accommodation Assistance** per night for up to 5 individuals.
- **Car Hire** - As an alternative to accommodation assistance, where relevant you can select car hire, which includes a Group B for 24-hours.

AA MEDICAL RESCUE

AA Medical Rescue provides 24-hour emergency medical assistance, whether you are on the move, at home, or at work.

In a medical emergency, speed of response is critical, which is why our service ensures that help is available when you need it most. With one call, you can access professional medical support and emergency assistance wherever you are.

Simply **call 0861 000 234** or **WhatsApp 010 442 9762**

Home medical emergency assistance

For you and your family covered under your AA Family membership plan.

On-the-road medical emergency assistance

For you and your family covered under your AA Family membership plan.

Telephonic Medical Advice

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

Transfers between medical facilities

AA ARMED RESPONSE

Get peace of mind knowing the AA is looking after you and your loved ones.

AA Emergency Services App is an app-based service that works with an active data signal with location services. Our service is available to you whether you're home, out shopping, in your car, or commuting.

If you encounter a dangerous situation or feel unsafe send a panic signal at the touch of a button.

With a network of over 200 partners who will come to your aid, all you need to do is press the AA Emergency Services button in the app.

We'll make sure you and your loved ones are safe with AA Armed Response. Simply **call 0861 000 234** when you're feeling unsafe, and we'll come to you and the ones you care about.

AA Go and AA Prime members enjoy full access to AA Armed Response for themselves while AA Family members can extend this benefit to members included their package.

AA LEGAL ASSIST

Motor Law

- National Road Traffic Act Queries
- Disputes with Service providers
- Motor vehicle accidents
- 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

Contractual

- Advice in relation to the principles of contract law
- Interpretation of contractual agreements and clauses
- 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)

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.
- Recommendations on the correct legal channels and/or regulatory bodies

Delictual

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

Family law

- Advice in relation to matrimonial property regimes, divorce, rights in respect of children
- Advice regarding Wills and administration of estates

Motor-related Legal Advice

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

Motor-related Technical Advice

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

As part of AA Legal Advisory Services we also offer a mediation service in relation to motor-related disputes. Mediation may assist the parties to reach agreement without having to resort to expensive legal action. Mediation is non-binding and both parties must agree to participate and must sign our standard mediation agreement.

EXTRA SERVICES YOU CAN ENJOY



AA Travel - aa.co.za/travel/

- **Quality Assured Accommodation**

With AA Quality Assured Accommodation, you can find trusted and safe accommodation close to all of your favourite South African destinations.

- **Carnet de Passage en Douane (CPD)**

CPD is the international customs document, which covers the temporary admission of motor vehicles. "Passport" for your car!

- **International Driving Permit (IDP)**

An International Driving Permit (IDP) is a legal travel document regulated by the United Nations, and it is for your protection and safety. IDPs can be helpful if you find yourself in need of identification or assistance while travelling abroad.

AA AutoFacts - <https://aa.co.za/aa-autofacts/>

AA AutoFacts provides you with data-driven analytics, market insights, and vehicle information. Get accurate vehicle descriptions, validation of the VIN, engine, make, model, and type. Request a report that provides real-time, accurate data and reduce the risk by understanding the vehicle you intend to purchase.

AA Designated Driver

The **AA Designated Driver Service** is a convenient and easy to use facility, designed to ensure that you will always arrive home safely after a night out.

One simple call will book an AA Designated Driver team to meet you at your chosen venue, and at your requested time. Then you can sit back and rely on the AA to get you home (or to your chosen destination) in your own vehicle. 0861 000 234

CONTACT US

Email	TheAA@aasa.co.za	
Web	www.aa.co.za	
Contact Centre	0861 000 234	
AA Accredited Sales Agents Travel documentation and AA maps.	aa.co.za/aa-accredited-sales-agents/	
AA Insurance Supermarket	0861 001 000	
AA Warranties	0860 267 267	
AA Auto Centre	Gqeberha, Eastern Cape	041 001 0133
	Kya Sands, Gauteng	082 412 1957
AA Approved	Network of Automotive Service Providers.	aa.co.za/aa-quality-approved/
AA Quality Assured	Recommended local accommodation.	qa.aatravel.co.za
AA Travel	Holiday bookings online or offline.	aatravel.co.za
Facebook		AASouthAfrica
X		@AASouthAfrica
		@MyAATraffic
LinkedIn		The Automobile Association of South Africa
Address	Denis Paxton House, 4 Hyperion Road, Barbeque Downs, Kyalami, Midrand. South Africa	
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