GOOD SAM PLATINUM ROADSIDE ASSISTANCE
MEMBER BENEFIT BROCHURE

WELCOME! As a Member of Good Sam Platinum Roadside Assistance from Affinity Road & Travel Club, LLC and Americas Road & Travel Club, Inc.¹, you are entitled to all the benefits and services that have made this program a leader in RV roadside assistance.

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, Puerto Rico, U.S. Virgin Islands and Mexico. Our 24-hour, 365-days-a-year call center and network of more than 30,000 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 email me at Marcus.VIP@goodsamfamily.com. I’m 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.

We are delighted that you are part of our family and wish you happy and safe travels.

Sincerely, Marcus Lemonis, Chief Executive Officer
Affinity Road & Travel Club, LLC and Americas Road & Travel Club, Inc.

WELCOME TO GOOD SAM PLATINUM ROADSIDE ASSISTANCE

HOW TO GET HELP IN AN EMERGENCY IT’S EASY AS A, B, C
A. Call 1-800-586-7400
Your call is toll-free anywhere in the U.S. [including Alaska and Hawaii], Canada, Puerto Rico, and U.S. Virgin Islands. For service in Mexico only, please call toll-free 001-866-456-0969. Give the Service Representative your membership number, membership expiration date, 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 Good Sam Platinum Roadside Assistance, know that our representatives are specifically trained to answer questions about RV complexities and how to handle vehicle disablement situations. Explain the vehicle’s problem so we can send the proper equipment to assist you. Your 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.

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 1-800-586-7400.

We may have had difficulty locating your vehicle and/or reaching you at your phone number.

This is not an automobile liability or physical damage insurance contract.

PROTECTION FOR YOUR HOUSEHOLD VEHICLES²
All owned, leased, rented or borrowed private-use, non-commercial vehicles are included:
• Any RVs you own, lease, rent or borrow
• Any Non-Recreational vehicles you own, lease, rent or borrow

Subject to the conditions set forth in this brochure, only the following owned, leased, rented or borrowed vehicles are included and shall be eligible for the emergency 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):

RECREATIONAL VEHICLES (RVs):
• Self-contained Motorhomes
• Fifth Wheels, Travel Trailers and Toy Haulers
• Pop-up Camping Trailers
• Van Campers
• Pickup Campers

PLUS NON-RECREATIONAL VEHICLES:
• Automobiles
• Vans
• Pick-ups, SUVs
• Utility Trailers
• Sport Trailers* - Boat trailers, All-Terrain Vehicle (ATV) trailers, Motorcycle trailers, Personal Water Craft (PWC) trailers, and Snowmobile trailers while transporting sport vehicles (boats, ATVs, Motorcycles, PWC, Snowmobiles) only.
• 2 Wheel Tow Dollies (designed to carry only Automobiles, Vans, Pick-ups, or SUVs)
• Motorcycles
• Vehicles specifically designed to tow Fifth Wheel Trailers

A Member or Associate Member must be in possession of the vehicle when the disablement occurs in order to receive any benefits for the disablement event. Membership vehicles include all eligible RVs and any other eligible non-RV vehicles owned, leased, rented or borrowed by any person who is part of your membership as provided for in this brochure.

GOOD SAM PLATINUM ROADSIDE ASSISTANCE
Your Good Sam Platinum 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 24 hours after approval of your payment. At the end of the term, your membership may be renewed for an additional year and will remain active upon approval of your membership renewal payment.

The purpose of the Good Sam Platinum Roadside Assistance is to provide roadside assistance, in the event of a disablement of any vehicle in the possession of either you or any allowable family member 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.

¹Residents of Alaska, Alabama, Utah and Virginia will be provided with motor club services from Americas Road & Travel Club, Inc. [AMRT] only. Residents of all other states will be provided with motor club services from Affinity Road & Travel Club, LLC [ART].
²This is not an insurance policy, and does not comply with any financial responsibility law. This is a Member Benefit Brochure for Good Sam Platinum Roadside Assistance, a motor club program offered by Affinity Road & Travel Club, LLC and Americas Road & Travel Club, Inc., which home office for each is located at 644 Inverness Drive East, Englewood, Colorado 80112. The telephone number for the home office for each is 1-800-842-5353. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are provided by Affinity Road & Travel Club, LLC or Americas Road & Travel Club, Inc. 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 considered to be a service contract.
³Any member who received a complimentary membership from an RV manufacturer as part of the purchase price of a new motorized RV, the membership benefits provided to that member will be provided for a period of one year from the date of purchase and is limited to benefits arising from the use of the new motorized RV purchased, only. Any member who received a complimentary membership from an RV manufacturer as part of the purchase price of a new non-motorized RV, the membership benefits to that member will be provided for a period of one year from date of purchase and is limited to benefits arising from the use of new non-motorized RV purchased, as well as one vehicle used for towing said RV and only arising from the actual towing of that RV.
⁴The term “Sport Trailer” means a trailer which is being used at the time of the claimed disablement for the purpose of transporting either a boat, ATV/motorcycle, PWC or snowmobile. The term “motorcycle” means a motorcycle registered and licensed by a state department of motor vehicles.
MEMBERSHIP CARD
Please keep your membership card on hand at all times. Your card bears the TOLL-FREE numbers to call when you need Roadside Assistance or Emergency Medical Referral Service. The membership and membership card are issued in the name of the Member. A new card is issued annually with each renewal notice of your membership unless not renewed by either the Motor Club or the Member.

SPOUSE AND CHILDREN PROTECTION
The Good Sam Platinum Roadside Assistance benefits described in this brochure are nontransferable and will be provided only to the Member or Associate Member. An Associate Member (“Associate”) is the Member’s family consisting of the Member’s spouse or domestic partner (i.e., one of two adults residing in the same household and any dependent children no more than 25 years old living in the Member’s household or attending college). Members may be charged an additional fee as a condition for associate members receiving benefits under this program.

ANIMAL TRANSPORTATION ASSISTANCE
This program will assist the Member and Associate in the arranging for transportation of dogs or cats, when possible, should the vehicle require a tow. All expenses related to the transportation of animals are the responsibility of the Member or Associate and will be at their expense.

24-HOUR EMERGENCY ROADSIDE ASSISTANCE
You can call toll-free, 24 hours a day, 365 days a year. We network with more than 30,000 independent specialized RV 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. There are no pre-set mileage or dollar limits. When you call for service, Good Sam Platinum Roadside Assistance pays 100% of the towing fees for the delivery of your vehicle to the nearest professional service center capable and willing to repair your vehicle. However, you must request disablement assistance through our telephone dispatch within 24 hours of your disablement. If you make any request for your vehicle to be taken to a location other than the nearest professional service center, including your home, the mileage fee (for the distance in excess of the nearest licensed repair center) will be at your expense.

If you request to be towed to a location other than the nearest professional service center, as described above, you will not be entitled to any additional towing services for the same disablement. A request for a tow to your home would also require additional payment if that distance exceeds the distance to the nearest professional service center.

The mileage fees for any excess mileage and the fees for additional towing 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 will be paid by the Member directly to the service provider.

Note that service providers and facilities referred to Members by either Affinity Road & Travel Club, LLC (ART) or Americas Road & Travel Club, Inc. (AmRT) are independent businesses neither owned, controlled nor operated by or ART or AmRT. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ART or AmRT. In some instances, Members may find it beneficial to utilize towing services provided by their vehicle warranty, rather than the motor club services provided in this program.

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.

FLAT TIRE SERVICE
A service technician will replace a flat tire with your inflated spare or we’ll tow your vehicle to the nearest professional service center. On occasion and whenever possible, we will make arrangements for the Member to purchase a tire(s) for delivery to the disablement scene. In these cases Good Sam Roadside Assistance will pay for delivery of tire only. Member is responsible for all additional costs including cost of tire(s), mounting, balancing, other parts or labor, tax and any other fees. Note: Does not include seasonal tire changes. Member responsible for parts and 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 the Member’s vehicle runs out of fuel, a limited supply of fuel will be delivered to enable the Member to reach the nearest fueling station (up to 5 gallons). Good Sam Platinum Roadside Assistance Members will not be charged for the first five gallons of gasoline or diesel. Other essential fluids needed to enable continued safe operation will also be made available, including anti-freeze, transmission fluid, differential and transfer case lubricant.

VEHICLE 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.

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

PRICIOITY ACCESS TO RV TECH HELPLINE
Good Sam Platinum Roadside Assistance is your assigned priority provider. You will be notified by phone when your call is received. Same-day service is generally available to RV Owners, depending on time of day, distance from the service provider and the complexity of the repair. A service technician will replace a flat tire with your inflated spare or we’ll tow your vehicle to the nearest professional service center capable and willing to repair your vehicle, however, you must request disablement assistance through our telephone dispatch within 24 hours of your disablement. If you make any request for your vehicle to be taken to a location other than the nearest professional service center, including your home, the mileage fee (for the distance in excess of the nearest licensed repair center) will be at your expense.

If you request to be towed to a location other than the nearest professional service center, as described above, you will not be entitled to any additional towing services for the same disablement. A request for a tow to your home would also require additional payment if that distance exceeds the distance to the nearest professional service center.

The mileage fees for any excess mileage and the fees for additional towing 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 will be paid by the Member directly to the service provider.

Note that service providers and facilities referred to Members by either Affinity Road & Travel Club, LLC (ART) or Americas Road & Travel Club, Inc. (AmRT) are independent businesses neither owned, controlled nor operated by or ART or AmRT. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ART or AmRT. In some instances, Members may find it beneficial to utilize towing services provided by their vehicle warranty, rather than the motor club services provided in this program.

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.

TRIP INTERRUPTION ASSISTANCE
You’re eligible for reimbursement for the cost of meals, lodging and car rental if your vehicle is disabled due to a collision with another vehicle more than 100 miles from your home. You’ll get reimbursement for your eligible expenses, up to $150 a day for up to eight consecutive days (up to $1,200 total). You are eligible to receive reimbursement for one disablement event per membership year.

COVERED EXPENSES INCLUDE:
• Reasonable Expenses for Meals
• Lodging (campground/hotel/motel)
• Car Rental

TRIP INTERRUPTION ASSISTANCE RESTRICTIONS
You may be eligible for Trip Interruption Assistance benefits if the vehicle you are driving is in a collision with another vehicle.

Distance: The collision must have occurred more than 100 miles (based upon actual mileage of the most direct route) from your registered permanent address.

Reimbursement limits: Reimbursement for meals, lodging and car rental are subject to a maximum collective daily limit and a single event maximum collective limit.

Daily Limit: The total maximum daily reimbursement for all trip interruption expenses is $150 collectively.

Single event maximum benefit limit: The maximum daily limit of $150 may be reimbursed to you until the vehicle is repaired, for up to ten (10) consecutive days. This benefit will only be allowed for one qualifying collision event for any one-year term of membership. To receive this benefit, your vehicle must either be disabled and unable to be driven or towed by your tow vehicle for more than 24 hours as a result of a collision with another vehicle. This benefit does not apply if your vehicle is disabled due to a mechanical failure. Benefits begin after the initial 24-hour period (from the time of the collision) has elapsed.

There is no benefit if, as a result of the collision, your insurance carrier deems your vehicle a total loss. The original repair order indicating your vehicle VIN number, license number, nature of the disablement, and corrective action taken to repair vehicle must be submitted with a letter of explanation and original receipts for all related expenses within 30 days of the actual disablement caused by the collision.2

1 Note to Maryland Residents: Residents of Maryland are not entitled to any Trip Interruption Benefits described herein.

2 Note to Maryland Residents: Residents of Maryland are not entitled to any Trip Interruption Benefits described herein.
You must provide an original police report (accident report), and photographs of the damage to your vehicle, when you submit your reimbursement request.

Submit requests for Trip Interruption Assistance reimbursements to:
Trip Interruption Assistance Administration
P.O. Box 6850, Englewood, CO 80155-6850

EMERGENCY MEDICAL REFERRAL SERVICE
Good Sam Platinum Roadside Assistance also provides you with Emergency Medical Referral Service, which covers you and your family when you need help with a medical or personal emergency associated with sudden illness or accident while traveling.

SERVICES PROVIDED:
• Emergency Medical Referral Service
• Directions to requested medical, dental, vision or legal help
• Assistance replacing lost prescriptions
• Emergency cash advances (up to $250 with a valid credit card7)
• Advance medical payments (up to $5,000 with a valid credit card7)
• Assistance in making emergency travel arrangements
• 24-hour emergency message service to family or friends
• Help locating lost items – luggage, documents, etc.
• Assistance in making arrangements for pet care, transport or safe return
• Language interpretation/translation assistance.

Note: Member is responsible for cost of any contracted or arranged emergency medical services.

The Emergency Medical Referral Service benefit referenced herein is provided courtesy of On Call International (Salem, New Hampshire) to all members of Good Sam Platinum Roadside Assistance at no additional cost. On Call International is an independent business neither owned, controlled, nor operated by ART or AmRT. The responsibility for referrals provided by On Call International lies solely with On Call International rather than with ART or AmRT.

For Emergency Medical Referral Assistance Call Toll-Free 1-877-565-2542

$5,000 THEFT REWARD PROGRAM®
Subject to the provisions of this brochure, this benefit could help enable the return of your vehicle in the event it is stolen by providing an incentive for witnesses to come forth. Contact Customer Service at 1-800-865-6899.

COMPUTERIZED LOST KEY RETRIEVAL SERVICE
Use a specially coded key card with your regular keys if they are lost and returned to us, we’ll mail them back to you free of charge. Your free set of coded key cards will be sent to you shortly. For additional key cards, call toll-free 1-800-865-6899.

PROTECTION IN THE U.S., CANADA, PUERTO RICO, U.S. VIRGIN ISLANDS AND MEXICO
The Services outlined in this brochure will be provided for disablements occurring anywhere in the U.S. (including Alaska and Hawaii), Canada, Puerto Rico, U.S. Virgin Islands and Mexico.

In Mexico, the dispatch phone number for service is toll-free 081-866-456-0969.

In Puerto Rico, U.S. Virgin Islands and Mexico, Good Sam Platinum Roadside Assistance provides towing and roadside dispatch for disablement services (as described within this brochure) rendered up to a maximum of $1,500 for any one-year term of membership.

UP TO 25% DISCOUNTS ON VEHICLE RENTALS
When making a reservation, please provide the discount ID#.
AVIS: 1-800-225-7094 - AWD# A645146 or book yourself online at avis.com/goodsamroadside
Budget: 1-800-455-2848 - BCD# R007601 or book yourself online at budget.com/goodsamroadside

RV/AUTO SERVICE AND PARTS DISCOUNTS AND SAVINGS
Good Sam Platinum Roadside Assistance provides exclusive offers that can save Members and Associates up to 10% to 50% off regular prices on parts and labor on body-work, auto glass, mufflers, brakes, tires, transmission work and more at over 20,000 national and local locations of the best-known and highest-rated automotive service chains in America. Enjoy instant discounts at quality establishments such as Firestone Complete Auto Care, Meineke Car Care Centers, Advanced Auto Parts and many more. To access your discounts and savings, go to: goodsamroadside.accessdevelopment.com or call toll free 1-888-325-3233.

RV CONCIERGE SERVICE
If your vehicle is disabled while traveling, call 1-800-586-7400, and a live concierge agent will assist in:
• Helping to find Dealers and Manufacturers (based on your RV make and model)
• Locating: RV Repair Facilities, RV Parts Facilities and Retail Stores, Service Facilities, Fuel Locations, Dump Station Locations, and other points of interest to RVers such as Rest Stops
• Helping locate lodging (including Campgrounds & RV Parks)
• Offering a list of the nearest restaurants
• Painting out National Parks and Historic Sites
• Providing Turn-by-Turn Directions
• Arranging Rental Car Valet Services – we’ll help get the alternative transportation sent to you immediately from your disablement site. Once your road service has been secured, we can transfer you directly to a national rental service ready to take your call and get you back on the road.
• Emergency Message Relay Services

NEW/USED CAR BUYING AND SELLING ASSISTANCE
With the Good Sam Platinum Roadside Assistance Car Buying Service you can feel confident you’re getting the right car at the right price.

• Haggling-Free Guaranteed Savings on new cars
• Dealer-guaranteed pricing for used cars
• Free CARFAX Reports and/or warranties on selected vehicles
• Unlimited access to new car Price Reports and used car Market Reports
• A nationwide network of prescreened dealers for a better car buying experience

Go to driveyourdream.sam.truecar.com or call 1-855-313-9227 from Truecar to speak with a car buying service representative. This service is free to use and there is never any obligation to buy. (Guaranteed Savings not available in all states. See site for details.)

REPAIR SERVICE DISCOUNTS
Good Sam Platinum Roadside Assistance Members receive the largest discount available from AAMCO - 15% off the retail price on all total car care repairs and services, up to a maximum of $125 and only if purchased at an AAMCO Transmission Center:

• Transmission
• Speed Sensors
• Clutches
• Seals

• Driveshfts
• Oil Changes
• CV Boots
• Rears
• Brakes

• Non-Trans/Non-Driveline Repairs
• 15% off retail price of Power Purge Services
• Free Multi-Point Inspection/Transcan/Protech Check
• 12 month/24,000 mile warranty on internal transmission services (subject to normal exclusions)

Please show your Good Sam Platinum Roadside Assistance membership card to qualify for these discounts.

For more information about AAMCO’s discount program call the Fleet Department at 1-800-Easy-Fix. Call 1-800-GO-AAMCO or visit aamco.com for a location nearby.

UP TO 20% OFF ON HOTELS®
Good Sam Platinum Roadside Assistance Members get discounts of up to 20% off Best Available Rate* at all 14 participating Wyndham Hotel Group brands and over 7,300 hotels worldwide. Each hotel offers different savings off the non-discounted room rate when a Member or Associate makes an advance reservation. Availability of special discounted rates varies based on room availability and the terms set by the individual participating chains and their properties.

To receive these special rates, call the toll-free number, identify yourself as a Good Sam Platinum Roadside Assistance Member and give the reservation agent the Hotel Savings Network ID number listed or conveniently book yourself using our link for all hotel brands: wyndhamhotels.com/?corporate_id=1000007642

• Wyndham Hotels & Resorts 1-800-364-6176 ID#1000007642
• TRYP 1-800-364-6176 ID#1000007642
• Dream Hotels 1-800-364-6176 ID#1000007642
• Night Hotels 1-800-364-6176 ID#1000007642
• Days Inn 1-800-364-6176 ID#1000007642
• Ramada Worldwide 1-800-364-6176 ID#1000007642
• Super 8 1-800-364-6176 ID#1000007642
• Wingate 1-800-364-6176 ID#1000007642
• Baymont Inns & Suites 1-800-364-6176 ID#1000007642
• Microtel Inns & Suites 1-800-364-6176 ID#1000007642
• Hawthorn Suites 1-800-364-6176 ID#1000007642
• Microtel Inns & Suites 1-800-364-6176 ID#1000007642
• Microtel Inns & Suites 1-800-364-6176 ID#1000007642
• TRYP 1-800-364-6176 ID#1000007642
• Wyndham Hotels & Resorts 1-800-364-6176 ID#1000007642
• TRYP 1-800-364-6176 ID#1000007642
• TRYP 1-800-364-6176 ID#1000007642
• Days Inn 1-800-364-6176 ID#1000007642
• Days Inn 1-800-364-6176 ID#1000007642

• 4 Non-Trans/Non-Driveline Repairs
• 15% off retail price of Power Purge Services
• Free Multi-Point Inspection/Transcan/Protech Check
• 12 month/24,000 mile warranty on internal transmission services (subject to normal exclusions)

6 With respect to Members residing in the State of Wisconsin or the State of Utah only, the submission of receipts and other documents required to support any request for Trip Interruption benefits should be submitted as soon as reasonably possible or within 90 days after the actual disablement or failure to provide notice may be grounds for denying such request.

7 Subject to credit limitations on Member’s credit card.

8 Good Sam Platinum Roadside Assistance includes a $5,000 Reward Program to fight theft of RVs. If you witness a crime, we’ll reward you for information that leads to the arrest and conviction of anyone who steals an RV belonging to a Member in good standing.

9 Terms and Conditions: “Best Available Rate” is defined as the best, nonqualified, unrestricted, publicly available rate on the brand sites for the hotel, date and accommodations requested. The discount for some properties may be less than 20% off Best Available Rate. Certain restrictions may apply. To redeem this offer, click the URL link described above or call the phone number listed above. Offer not valid if hotel is called directly, caller must use toll free numbers listed above. Advanced reservations are required. Offer is subject to availability at participating locations and some blackout dates may apply. Offer cannot be combined with any other discounts, offers, group rates, or special promotions. Discounted rates vary by location and time of year. Offer is void where prohibited by law and has no cash value. Planet Hollywood is not a current participant in the member benefit program.
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 Good Sam Roadside Assistance program benefits, services, prices, policies and procedures are subject to change without notice by posting them on the program website at www.GoodSamRoadside.com/MBBS, and such changes shall be effective for the Member upon 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, except that claims for trip interruption assistance must be submitted within 30 days. To receive the services provided under this program, Members and Associates must call our toll-free phone number: 1-800-586-7400. Only active Members are eligible for benefits. Fees for services obtained independently of the Good Sam 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. Note: Fees for services that Members or Associates hire on their own are not reimbursable.

Membership is continuous and will be automatically renewed to your credit card or invoiced to your address at the then current rate in effect.

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 the Member, Associates, Extended Family Members and all other individuals eligible for benefits 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.

TO PAY MEMBERSHIP DUES
Good Sam Platinum Roadside Assistance
Affinity Road & Travel Club, LLC and Americas Road & Travel Club, Inc.
P.O. Box 6903, Englewood, CO 80155-6903

ALTERNATE OFFICE ADDRESS
In Wisconsin: 8040 Excelsior Dr., Suite 200, Madison, WI 53717
For customer service or information: Call 1-800-865-6899

In Nevada: 311 South Division Street, Carson City, NV 89703
For customer service or information: Call 1-800-865-6899

In Louisiana: 5615 Corporate Blvd., Suite 400B, Baton Rouge, LA 70808
For customer service or information: Call 1-800-865-6899

MONEY-BACK GUARANTEE
You must be satisfied with Good Sam Platinum Roadside Assistance or you can cancel within 30 days of joining to get a complete refund of your paid dues.

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE
Dispatch in the U.S., Canada, Puerto Rico and U.S. Virgin Islands
Call 1-800-586-7400

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE
Dispatch in Mexico Call 001-866-456-0969

FOR SPEECH AND HEARING IMPAIRED
Call 1-877-251-2221

FOR CUSTOMER SERVICE OR INFORMATION
Call 1-800-865-6899

FOR RV TECH ASSISTANCE HOTLINE
Call 1-800-445-4457

TO SUBMIT CLAIMS
Call 1-800-865-6899 for instructions

FOR EMERGENCY MEDICAL REFERRAL SERVICES
Call 1-877-565-2542

FOR GENERAL INQUIRIES, CHANGE OF ADDRESS, ETC.
Good Sam Platinum Roadside Assistance
P.O. Box 6888, Englewood, CO 80153-6888

Benefits and services provided by Americas Road & Travel Club, Inc. for Members residing in Alaska, Alabama, Utah and Virginia; and by Affinity Road & Travel Club, LLC for Members residing in all other States.

12 An off-road area is defined as an area OFF of any of the following: hard-packed or graded dirt public road, paved street, driveway, parking lot, highway, freeway, expressway or adjacent shoulder.

13 Special Notice for Wisconsin Residents Only: “Notice of non-renewal is mailed 60 days prior to the date of expiration; the club will not cancel a membership of 60 or more days and less than one year after the start of a membership unless the Member has materially breached the terms of the Membership Benefit Brochure; cancellation becomes effective 10 days after the first class mailing of written notice to the other’s address.”

14 Special Notice for Utah Residents Only: Members who reside in the State of Utah are entitled to receive any of the roadside assistance services provided in this Member Benefit Brochure up to a maximum of four (4) times per membership year. If the Member requests roadside assistance services more than four (4) times in a membership year, he will continue to receive assistance during that membership year, but any costs associated with those additional services will be at the Member’s expense, payable at the scene of disablement at prevailing commercial rates. This motor club reserves the right to not renew any membership pursuant to the provisions and procedures mandated by the Laws of the State of Utah. Notwithstanding any provision herein to the contrary, the membership may only be canceled in accordance with the laws of the State of Utah. The law regarding cancellation (Utah Code 31A-21-303) can be found at http://www.le.utah.gov/code/31A/htm/31A21_0303.htm.

15 For Members residing in Montana only: Pursuant to MCA 61-12-301(12) and MCA 61-12-309, this brochure constitutes a “service contract” and upon purchase of membership, the Member agrees and acknowledges the following: (1) “this service contract” is deemed to have been signed by the Member and motor club; and (2) the Member and motor club have each received a copy of this fully executed “service contract.”