

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 MarcusVIP@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, Chairman
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, C²

A. Call 1-855-222-0842

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. Members who are also members in good standing of the "Good Sam Club" will receive priority VIP answering and handling of their calls for roadside assistance.

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 **1-855-222-0842**

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 ALL VEHICLES

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
- Any personally owned vehicles Members loan to an Extended Family Member

Subject to the conditions and limitations set forth in this brochure, only the following owned, leased, rented, borrowed or loaned 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
- Pick-up Campers

PLUS NON-RECREATIONAL VEHICLES:

- Automobiles
- Vans
- Pick-ups, SUVs
- Sport Trailers³, Utility Trailers (single axle open air) Cargo Trailers and Car Trailers
- 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, Associate Member, or Extended Family 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, borrowed by, or loaned to any person who is an Extended Family Member as provided for in this brochure.

GOOD SAM PLATINUM+ ROADSIDE ASSISTANCE

The Good Sam Platinum+ Roadside Assistance membership (the "membership") provides all of the services described in this Member Benefit Brochure for the total cost of the annual enrollment. Other than what is specifically provided for in the brochure, there are no additional charges. Benefits become active 24 hours after approval of payment. At the end of the term, the membership may be renewed for an additional year upon approval of the membership renewal payment.

The purpose of Good Sam Platinum+ Roadside Assistance is to provide roadside assistance, in the event of a disablement of any eligible vehicle in the possession of either the Member, Associate Member, or Extended Family Member under this program, which is necessary to enable that vehicle to either proceed safely under its own power, or to tow that vehicle to the nearest professional service center for repair. This benefit is not intended to be used in lieu of routine maintenance or repairs to the Member's vehicle.

MEMBERSHIP CARD

Please keep your membership card on hand at all times. The card bears the TOLL-FREE numbers to call when a Member, Associate Member or Extended Family Member needs roadside assistance. The membership and membership card are issued only in the name of the Member. A new card is issued annually with each renewal notice of the membership unless not renewed by either the Motor Club or the Member. The person named on the membership card is the "Member".

¹ Residents 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).

² This 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. The home office for each is located at 64 Inverness Drive East, Englewood, Colorado 80112. The telephone number for the home office for each is 1-866-298-2929. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are provided by either 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 for informational purposes only and is not intended to be any type of contract. For those Members residing in Maryland, this Member Benefit Brochure is considered to be a service contract. For only those Members residing in the State of Wisconsin, however, this brochure is considered to be a policy used to prescribe in writing the terms of a contract of insurance.

³ The 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 to the Member and licensed by a state department of motor vehicles.

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.

ASSOCIATE PROTECTION

The benefits described in this brochure are nontransferable and will be provided only to the Member, Associate Member, or Extended Family Member. For purposes of this brochure, 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. At our sole discretion, we may charge an additional annual fee for each Associate Member who is included in the membership, or a single additional annual fee that includes all Associate Members in the household as a group. An "Extended Family Member" is any other person related by family to the Member who is driving the Member's owned vehicle at the time of a disablement. Benefits for Extended Family Members are limited to towing and roadside services, only.

24-HOUR EMERGENCY ROADSIDE ASSISTANCE

Members, Associates and Extended Family Members 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 a Member, Associate, or Extended Family Member calls for service, Good Sam Platinum+ Roadside Assistance pays 100% of the towing fees for the delivery of the vehicle to the nearest professional service center capable and willing to repair the vehicle OR we'll pay for the towing fees for the delivery of your vehicle to any other destination of choice within 100 miles of the disablement location. However, disablement assistance must be requested through our telephone dispatch center within 24 hours of the disablement. If a Member, Associate or Extended Family Member makes any request for the vehicle to be taken to a location other than the nearest professional service center, the mileage fee (for the distance in excess of 100 miles) will be at the Member's, Associate's or Extended Family Member's expense.

If there is a request to be towed to a location other than the nearest professional service center, as described above, the vehicle will not be entitled to any additional towing services for the same disablement. If a request is made to tow the vehicle home, Member will be required to pay the excess mileage fee if that distance exceeds 100 miles from the disablement location.

The mileage fees for any excess mileage and other 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 directly to the service provider by the Member, Associate, or Extended Family Member.

Note that service providers and facilities referred by either Affinity Road & Travel Club, LLC (ART) or Americas Road & Travel Club, Inc. (AmRT) are independent businesses neither owned, controlled nor operated by 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, Associates, or Extended Family Members may find it beneficial to utilize towing services provided by the 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 Member owned vehicles which become disabled as a result of a collision.

Note: Fees for roadside services that Members, Associate Members and Extended Family Members obtain on their own are not reimbursable.

FLAT TIRE SERVICE

A service technician will replace a flat tire with an eligible vehicle's inflated spare, if possible, or we will tow the vehicle to the nearest professional service center. On occasion and whenever possible, we will make arrangements for the Member or Associate to purchase a tire(s) for delivery to the disablement scene. In these cases Good Sam Platinum+ Roadside Assistance will pay for delivery of the 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: This benefit does not include seasonal tire changes. Member or Associate is responsible for all parts and labor.

BATTERY SERVICE

If the Member's vehicle's battery is dead, our service technician will attempt to jump-start the vehicle. When appropriate, if a replacement battery is required we will attempt to locate and install a new battery. The Member, Associate or Extended Family 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, Associate or Extended Family Member to reach the nearest fueling station (up to 5 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.

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. (Note to Utah residents: Residents of Utah are not entitled to any Home Lockout Benefits described herein.)

PRIORITY ACCESS TO RV TECH HELPLINE

With Good Sam Platinum+ Roadside Assistance, Members and Associate Members are given highest priority when they call one of our RVIA/RVDA and ASE Certified RV Technicians. Get help in solving technical RV problems, from malfunctioning refrigerators, slide-outs or AC units to transmission, fuel or brake problems. Our Certified RV Techs can also help with manufacturer-specific questions about the power train, chassis or carriage of the RV. If we are unable to assist with a technical problem, we will help locate the nearest professional service center capable of repairing the vehicle, and communicate with the potential service center or repair technicians or set up a service appointment. Good Sam Platinum+ Roadside Assistance is not responsible for any damages or negligence on the part of the service center providing the repair services or parts. Member and Associate each acknowledges that the Program instructs and advises that any maintenance or modification to the vehicle should be made by a licensed service provider and not by the Member or Associate. Any technical advice or direction provided by Good Sam Platinum+ Roadside Assistance and its providers are provided without warranty and is provided solely for the purpose of helping the Member determine what kind of licensed service provider should be retained by Member or Associate. If the Member or Associate performs any maintenance or modifications, the Member or Associate does so at their own risk. Call 1-855-324-6963 and provide your Good Sam Platinum+ Roadside Assistance Member ID number.

RV ROADSIDE MECHANICAL REPAIRS

If necessary and whenever possible, depending on the disablement, there may be a local mobile mechanic available that can perform minor repairs or adjustments to the Member's RV. In these situations, we will attempt to assist in arranging for a mobile mechanic to come to the disablement location as an alternative to towing the RV. Member and Associate are responsible for all cost of parts, labor and any additional trip charges/runs for more parts.

TRIP INTERRUPTION ASSISTANCE⁴

Members and Associates are eligible for reimbursement for the cost of meals, lodging and car rental if Member's vehicle is disabled due to a collision with another vehicle more than 100 miles from their home. Members will be reimbursed for all eligible expenses, up to \$200 a day for up to 10 consecutive days (up to \$2,000 total). Members are eligible to receive this 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

Members and Associates may be eligible for Trip Interruption Assistance benefits if the vehicle they 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 \$200 collectively.

Single event maximum benefit limit: The maximum daily limit of \$200 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, Member's 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 the 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, the Member's insurance carrier deems the vehicle a total loss.

The original repair order indicating the 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

⁴ Note to Maryland residents: Residents of Maryland are not entitled to any Trip Interruption Benefits described herein.

30 days of the actual disablement caused by the collision.⁵ Member or Associate must provide an original police report (accident report), and photographs of the damage to their vehicle, when they submit the 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 Member and Associate with Emergency Medical Referral Service, which covers the Member and Associate when they 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 card⁶)
- Advance medical payments (up to \$5,000 with a valid credit card⁶)
- 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 PROGRAM⁷

Subject to the provisions of this brochure, this benefit could increase the chance of the return of a Member's vehicle in the event it is stolen by providing an incentive for witnesses to come forth. Contact Customer Service at **1-866-298-2929**.

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 **001-866-456-0969**.

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 \$2,000 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 Members receive exclusive offers that can save 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 online go to: goodsamroadside.accessdevelopment.com or call toll free **1-888-325-3233**.

VIP PERSONAL CONCIERGE

While traveling, Member and Associate have access to a live concierge agent who will provide personal assistance 24 hours a day, 7 days a week, for help with practically anything from entertainment and dining to shopping, tourist information, household services, sports and recreation, city information and more. Platinum+ Members can access VIP concierge online by logging into GoodSamRoadside.com or calling **1-866-298-2929**.

⁵With 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 and failure to provide notice may be grounds for denying such request.

⁶Subject to credit limitations on member's credit card.

⁷Good Sam Platinum+ Roadside Assistance includes a \$5,000 Reward Program to fight theft of RVs. If a Member witnesses a crime, we'll reward them for information that leads to the arrest and conviction of anyone who steals an RV belonging to a Member in good standing.

TRAVEL SERVICES

MembersOnVacation has partnered with Good Sam Platinum+ Roadside Assistance to provide an unmatched travel benefit just for Members and Associates. Powered by Montrose Travel - a full-service Travel Management Company - MembersOnVacation offers exclusive travel benefits, exceptional pricing on airfare, hotels, cruises, and tour packages. These unique travel benefits, combined with exceptional value and personalized customer service, are available to you just for being a Member. Our Super-Friendly Travel Consultants are ready to assist with all kinds of travel needs. Whether looking to travel the world, or simply catch a flight home for the holidays, we'll help our Members Experience the Benefit of Travel and the benefit of being a Good Sam Platinum+ Roadside Assistance Member.

To access benefits, call **1-800-932-9735** or visit membersonvacation.com and type in Good Sam Roadside Assistance in the pop up box.

DISCOUNTS PROVIDED FOR RESTAURANTS

Members can access discounts at more than 90,000 participating restaurants across the United States and Canada. Receive up to 50% off and enjoy two-for-one offers and other special discounts when you travel or right in your own neighborhood. Members can get these great deals by logging into their account at GoodSamRoadside.com.

REPAIR SERVICE DISCOUNTS

The Good Sam Platinum+ Roadside Assistance allows Members to receive the following discount from AAMCO - 10% off the retail price on all total car care repairs and services, up to a maximum of \$100 and only if purchased at an AAMCO Transmission Center:

- Transmission
- Driveline
- Driveshafts
- Rears
- Speed Sensors
- Clutches
- Oil Changes
- Brakes
- Axles
- Seals
- CV Boots
- Non-Trans/Non-Driveline Repairs
- 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 **1-800-GO-AAMCO** or visit aamco.com for a location nearby.

UP TO 20% OFF ON HOTELS⁸

Good Sam Platinum+ Roadside Assistance Members get discounts of up to 20% off Best Available Rate* at 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: wyndhamhotelgroup.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 |
| • Hawthorn Suites | 1-800-364-6176 | ID#1000007642 |
| • Microtel Inns & Suites | 1-800-364-6176 | ID#1000007642 |
| • Howard Johnson | 1-800-364-6176 | ID#1000007642 |
| • Travelodge | 1-800-364-6176 | ID#1000007642 |
| • Knights Inn | 1-800-364-6176 | ID#1000007642 |

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.

- Hagggle-free Guaranteed Savings on new cars
- Dealer-guaranteed pricing for used cars
- Free CARFAX Reports and/or warranties on select used 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

⁸Terms and Conditions: *"Best Available Rate" is defined as the best, non-qualified, 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 our URL link on Organization's website or call the phone number above and give ID at the time of reservation. 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.

is never any obligation to buy. (Guaranteed Savings not available in all states. See site for details.)

SERVICE LIMITATIONS

The Good Sam Platinum+ Roadside Assistance program does not provide reimbursement for the cost of parts (including keys), 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 a Member's vehicle is disabled or being repaired are not included.

VEHICLES NOT COVERED BY THE GOOD SAM PLATINUM+ ROADSIDE ASSISTANCE PROGRAM INCLUDE BUT ARE NOT LIMITED TO:

- Stolen, vandalized, or impounded vehicles.
- Utility trailers of any type being used for non-recreational purposes, animal trailers, and vehicles used to transport show animals.
- Tiny Home trailers and Park Model trailers.
- Vehicles located outside the United States, Canada, Puerto Rico, U.S. Virgin Islands and Mexico.
- Vehicles in a repair facility, off-road area⁹, sand beach area, or any unattended, unlicensed, or abandoned vehicles.
- Commercial/business vehicles and trailers (including but not limited to limousines), vehicles specifically designed for commercial or business purposes. Any vehicle used in any way or at any time for business purposes.
- Any personal vehicle(s) used for any type of commercial/business purpose(s) or for any other non-recreational purpose(s).

NO BENEFITS OR SERVICES ARE PROVIDED:

- As a result of acts of God or nature (e.g., floods, hurricanes, tornadoes, earthquakes), fire, vandalism, and snow removal.
- For vehicles with pre-existing mechanical disablement conditions.

For each disablement event under this agreement, Member, Associate or Extended Family Member is entitled to a maximum of two hours of either Towing Preparation Services or Recovery Services. Towing Preparation Services include any of the following services: winch-out, extrication services and preparation for towing. Recovery Services include winch-out or extrication services to allow the vehicle to proceed safely under its own power. However, if disablement is caused solely by an accumulation of snow by any means, the Member, Associate or Extended Family Member, will not be entitled to any Towing Preparation Services or Recovery Services in regard to such disablement.

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 the membership. However, the Good Sam Platinum+ 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 the earlier of either the date of the 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: **1-855-222-0842**. Only active Members are eligible for benefits. Fees for services obtained independently of the Good Sam Platinum+ 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, Associates or Extended Family Members hire on their own are not reimbursable.

Membership is continuous and will be automatically renewed to the Member's credit card or invoiced to Member's address at the then current rate in effect. Under no circumstances will either an Associate or Extended Family Member have greater benefits than those provided to the Member.

MEMBERSHIP AND CANCELLATION POLICY^{10, 11, 12, 13}

Membership is subject to cancellation by either party at any time for any reason, upon written notification. The cancellation of a membership includes the primary member and all other individuals eligible for benefits under the membership. All benefits will cease when the membership expires or either party cancels. Should the member cancel, the member will receive a prorated refund for the unused portion of his/her membership term, less our cost for any roadside assistance benefits provided under the membership during the membership term. Should we cancel the membership, the member will receive a prorated refund for the unused portion of his/her membership term, without any deductions.

CONTACTS

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE

Dispatch in the U.S., Canada, Puerto Rico and U.S. Virgin Islands
Call **1-855-222-0842**

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE

Dispatch in Mexico Call **001-866-456-0969**

FOR SPEECH AND HEARING IMPAIRED

Call **1-800-839-0347**

FOR CUSTOMER SERVICE OR INFORMATION

Call **1-866-298-2929**

FOR RV TECH ASSISTANCE HOTLINE

Call **1-855-324-6963**

TO SUBMIT CLAIMS

Call **1-866-298-2929** for instructions

FOR GENERAL INQUIRIES, CHANGE OF ADDRESS, ETC.

Good Sam Platinum+ Roadside Assistance
P.O. Box 6888, Englewood, CO 80155-6888

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 ADDRESSES

In Wyoming: 1720 Carey Ave., Cheyenne, WY 82001
For customer service or information: Call 1-866-298-2929

In Wisconsin: 8040 Excelsior Dr., Suite 200, Madison, WI 53717
For customer service or information: Call 1-866-298-2929

In Nevada: 311 South Division Street, Carson City, NV 89703
For customer service or information: Call 1-866-298-2929

In Louisiana:
5615 Corporate Blvd., Suite 400-B, Baton Rouge, LA 70808
For customer service or information: Call 1-866-298-2929

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.

⁹An 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.

¹⁰Special 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.

¹¹Special 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 procedure 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/TITLE31A/him/31A21_030300.htm.

¹²For 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."

¹³For Members residing in Massachusetts, Montana, Nevada, and Oklahoma only: If either party cancels for any reason, the Member will receive a prorated refund for the unused portion of his/her membership term, without any deduction. For residents of Mississippi only: the membership may be canceled at any time by giving written notice thereof by either the motor club or the member, and the Member will be entitled to a prorated refund of the unused portion of membership, without any deductions, provided that the motor club may make a reasonable minimum charge.