#### **DELUXE PLAN - EMERGENCY ROADSIDE ASSISTANCE**

Emergency Roadside Assistance is available on a Sign & Drive basis throughout the United States, Mexico, and Canada, 24-hours a day, 365 days a year. For prompt service, simply call the appropriate number listed below for any of these benefits: Towing, Jump Starts, Tire Changes (with your inflated spare), Vehicle Fluid Delivery (cost of fluids extra), Lockout Assistance (cost of key cutting/replacement extra), Concierge Service (emergency phone call support & assistance). Sign & Drive provided benefits mean you incur no out-of-pocket expense, up to a maximum benefit of \$100 per incident, at a maximum of three (3) uses per twelve (12) months. Service fees exceeding this maximum benefit are the responsibility of the Member. Only service requests provided through the phone numbers below will be honored. Services are not available in areas where state providers are exclusively utilized. For service in the U. S. and Canada call 1-800-955-4929 (toll free), In Mexico call 01-800-232-6454, Locally in Mexico City call 5377-3892.

#### **Key Recovery/Replacement Definitions**

Member, Customer, or You means the named person(s) to which this contract was issued.

We, Company means the SafeRide Motor Club and its affiliates administering these services.

Covered Repair Cost means the customary parts and labor costs required to complete the repair or replacement of the covered key/remote, which in no case shall exceed the manufacturer's suggested retail for a replacement key/remote. We reserve the right to use like kind and quality replacements for lost or damaged keys/remotes.

Covered Key/Remote means one of the keys/remotes provided to you at the time of vehicle's original delivery.

## **Key Replacement Benefit**

In the event a covered vehicle key is lost, stolen, or destroyed, you are eligible for reimbursement from the company for one (1) replacement key and remote (if remote is also lost, stolen or destroyed) up to, but not to exceed, \$500.00. During the term of this contract there is a maximum of (1) one use per any given twelve (12) months. **Prior authorization is required for key replacement.** 

#### **Key Replacement Exclusions:**

- 1. Any replacement key made without the Plan Administrator's prior authorization.
- 2. Any cost or key replacement for which the manufacturer has announced its responsibility through any means, including public recalls or factory service bulletins.
- 3. Any replacement cost covered by a repairer's/supplier's guarantee or warranty.
- 4. Any key replacement for a vehicle not listed on the registration page of this membership.
- 5. Any consequential damages or loss, whether direct or otherwise, resulting from the failure or loss of a covered vehicle key.
- 6. Any key replacement occurring outside the United States or Canada.

#### **Key Replacement Claims Procedure:**

Call **1-877-501-3795** (toll free) for prior authorization (by dealer or customer) and to initiate the claims process. If you are within 50 miles of original selling dealership please return to dealer for key/remote replacement process.

- 1. Customer or original dealer must pay for key/remote replacement at a servicing dealership or qualified key replacement facility.
- 2. Secure paid invoice with pre-printed facility information and mail to the address below.
- 3. Mail invoice and copy of your motor club registration page within 30 days of incident to: Key Replacement, 4287 Beltline Road #238, Addison, TX 75001

**Emergency Replacement** - If a key must be replaced when our claims office is closed and prior authorization for the replacement cannot be obtained the Member should proceed with the claim procedure listed above and contact us for reimbursement consideration instructions on the next business day.

#### **CUSTOM DOMESTIC TRIP ROUTING SERVICE**

SafeRide Motor Club will, upon request, furnish Members with information, maps, trip itineraries, and SafeRide Motor Club discounted hotel reservations and discounted automobile rental services. Ten (10) business days advance notice required for customized Trip Routing. **Call 1-877-501-3795** (toll free).

# HOTEL DISCOUNTS

Members take advantage of savings when making reservations at the following hotels across the country:

Company	Toll-Free #	Discount ID #	Company	Toll-Free #	Discount ID #
AmeriHost	1-800-434-5800	1000007012	Days Inn	1-800-329-7466	1000007012
Knights Inn	1-800-843-5644	1000007012	Howard Johnson	1-800-446-4656	1000007012
Travelodge	1-800-578-7878	1000007012	Ramada	1-800-272-6232	1000007012
Microtel	1-800-771-7171	1000007012	Super 8 Motels	1-800-800-8000	1000007012
Baymont Inn	1877-229-6668	1000007012	Wingate Inns	1-800-228-1000	1000007012
Hawthorn	1-800-527-1133	1000007012	Comfort Suites	1-800-4-CHOICE	00712101
Comfort Inn	1-800-4-CHOICE	00712101	Sleep Inn	1-800-4-CHOICE	00712101
Quality	1-800-4-CHOICE	00712101	Mainstay Suites	1-800-4-CHOICE	00712101
Clarion	1-800-4-CHOICE	00712101	Roadway	1-800-4-CHOICE	00712101
EconoLodge	1-800-4-CHOICE	00712101			

<sup>\*</sup>Discount codes for hotel, rent-a-car, and entertainment are subject to change. Contact Customer Service for assistance.

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#### **RENT-A-CAR DISCOUNTS**

Members are eligible to receive savings when renting vehicles from the following national rental car companies:

Company	Toll-Free #	Discount I.D. #	Company	Toll-Free #	Discount I.D. #
Avis	1-800-331-1212	G728200	Dollar Rent-A-Car	1-800-800-4000	TB1800
Budget Rent-A-Car	1-800-527-0700	Z863800	Hertz Rent-A-Car	1-800-654-2200	1844856
Enterprise	1-800-593-0505	SB00001 Online PIN: ENT			

#### **Entertainment - Theme Parks**

Members are eligible to receive daily discounts when visiting the following attractions and theme parks: For Sea World, Busch Gardens, Adventure Island, Water Country USA, Sesame Street theme park - Visit www.shamuclub.com

# **MEMBERSHIP UPGRADE PLANS**

In addition to the SafeRide Motor Club Deluxe Plan benefits listed above, you may elect to enhance your membership by selecting an upgraded road service benefit membership plan. Only the plan specifically listed on your SafeRide Motor Club Membership Registration page will be honored. If no upgrades are checked on the registration page, only Deluxe Plan benefits will apply.

#### **BRONZE PLAN - Front Windshield Repair Benefit**

This membership plan provides for the repair of chips and/or cracks caused by propelled rocks or road hazard debris while driving on public roads, streets and highways, stress cracks or breakage caused by extreme temperature changes, highway potholes or road hazards. (Excludes: damage from collisions, hail or weather related hazards, factory defects, pre-existing conditions or windshield damage other than that listed.)

Benefit Limit: For the term of the SafeRide Motor Club Membership, this benefit provides Sign & Drive vehicle windshield repair coverage, up to one hundred dollars (\$100) per incident (incident is defined as a repair visit and may include any chips and cracks, only up to the maximum benefit limit per incident to be repaired), at a maximum of three (3) uses per year for the term of the SafeRide Motor Club Membership, with a total aggregate program benefit of five hundred dollars (\$500). Benefit coverage is for front windshield glass only and requires a scheduled repair appointment. SafeRide Motor Club is not responsible for incremental damage (additional crack expansion or runs) between the time of actual damage, repair appointment, nor during repair. For safety reasons, cracks and/or breaks exceeding six inches (6") in length are considered non-repairable. During repair process, any chip or crack that increases in size or length due to industry repair methods is deemed to be unrepairable and is not the responsibility of SafeRide Motor Club or repair technicians. Used vehicle coverage begins sixty (60) days AFTER the SafeRide Motor Club Membership Plan Effective Date. See Benefit Claims Procedures prior to service.

**Guarantee:** Once a repair has been completed, it is unlikely to crack further for as long as the customer owns or leases the covered vehicle. If a repair does not hold and the chip or crack reemerges a corporate discount on the NAGS (National Auto Glass Specifications) retail rate will be offered for windshields replaced exclusively through our network of glass repair specialists.

# SILVER PLAN - Paintless Dent Repair (PDR) Benefit

This membership benefit provides for limited removal of most small dents and dings on exterior vertical painted sheet metal body panels. Paintless Dent Removal (PDR) is a detailing process developed by automobile manufacturing teams that use specialized hand tools to gently push dented metal back to its original, or near original form. This procedure removes door dings without harming the factory's original finish.

Benefit Limit: For the term of the SafeRide Motor Club Membership, this benefit provides coverage on a Sign & Drive basis for vertical metal panels of the covered vehicle, limited to two (2) claims per any consecutive ninety (90) day time period (claim is defined as a PDR service that has been dispatched by SafeRide Motor Club and the service provided does not exceed the maximum benefit per occurrence threshold). The vertical metal panel repair requires initial assessment by a SafeRide PDR technician prior to starting the repair. The PDR technician's determination of repairability of any dent/ding damage is considered final. If damage is assessed to be not repairable by PDR methods, no benefit will be provided. SafeRide Motor Club reserves the right to discontinue this coverage in the event of misuse, abuse, or fraud. Used vehicle coverage begins sixty (60) days AFTER the SafeRide Motor Club Plan Effective Date. See Benefit Claims Procedures prior to service.

Coverage Limitation: 24-hour prior notice required on all PDR calls. Reimbursement will not be provided for services rendered by any repair facility outside of the SafeRide PDR Network, without prior authorization by SafeRide Motor Club. In the event a SafeRide PDR technician is not available in the Member's area, a claim number will be issued for reimbursement of a like paintless dent repair, up to a maximum benefit limit of one hundred dollars (\$100) per occurrence. An aggregate maximum of five hundred dollars (\$500) per term will apply for this benefit.

Not all dent/ding damage is repairable, including but not limited to: large or deep dents, inaccessible dents, metal which has been creased or edges where manufacturer bracing does not allow for the PDR process. Hail damage, weather related hazards, metal areas with chipped paint, pre-existing damage, and collision or environmental damage are unconditionally excluded under the SafeRide Motor Club.

#### **GOLD PLAN - Tire & Wheel Protection Benefit**

This membership benefit provides vehicle tire repair or replacement when damaged by a Road Hazard, including conditional vehicle wheel replacement. Road Hazard is defined as: objects and road conditions such as potholes, rocks, nails, metal parts, wood debris, plastic or composite scraps, or any item causing tire damage other than normal wear and tear.

**TIRE Benefit Limit:** For the term of the SafeRide Motor Club Membership, this benefit provides reimbursement coverage up to thirty dollars (\$30) per incident for the repair of a flat tire damaged by a Road Hazard. If the Road Hazard damaged tire is non-repairable and has 3/32nds or more of tread depth remaining, it is eligible for replacement with a comparable new tire, limited to one (1) use during any consecutive six (6) month time period (one use is defined as one tire repair or replacement during any one incident). Tire replacement benefit also includes up to twenty five dollars (\$25) for mounting, balancing, valve stem, taxes and fees. Tire should be returned, at the customer's cost, to the Selling Dealer where tire benefit will be based on the average retail tire value, as determined by SafeRide Motor Club, up to a maximum per tire aggregate of two hundred fifty dollars (\$250). A maximum benefit aggregate of one thousand dollars (\$1000) applies for all tire replacements during the term of YOUR membership. Replacement tires should be made with those of like, kind and quality. If replacement tire is upgraded beyond OEM

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(Original Equipment Manufacturer) standards or exceeds like kind and quality replacement value, SafeRide Motor Club reserves the right to make reimbursement at the generally accepted retail replacement cost for the appropriate OEM tire. SafeRide Motor Club may require inspection of damaged tire in the event of a disputed claim\*. See Benefit Claims Procedures prior to service.

WHEEL Benefit Limit: For the term of the SafeRide Motor Club Membership, this benefit provides reimbursement coverage for conditional wheel damage. In the event a wheel on which the covered damaged tire was mounted does not hold air after the repair or replaced tire was installed, the covered wheel may be inspected for replacement consideration. Proof and receipts from a third-party commercial wheel repair shop, showing the damaged wheel was repaired, or a repair attempt was made, must accompany claims reimbursement documents. \*SafeRide Motor Club may require inspection of damaged wheel for claim reimbursement consideration. In the event of wheel inspection, the member will ship wheel, at member's cost, to SafeRide Motor Club. If it is determined that the wheel is unrepairable, all shipping costs, up to seventy five dollars (\$75), will be reimbursed to member. If the member wants the wheel returned from an inspection they may be required to pay return shipping expenses. NOTE: Wheel replacement reimbursement is only offered in the event the covered wheel was repaired, or was attempted to be repaired by a licensed commercial wheel shop. Ninety percent (90%) of all wheels can be repaired using industry repair methods. See Benefit Claims Procedures prior to service.

Reimbursement to replace a covered wheel will be based on the retail replacement value, as determined by SafeRide Motor Club, with one of like kind and quality. Replacement of a covered wheel is limited to one (1) use during any consecutive six (6) month time period (one use is defined as one wheel repair or replacement during any one incident). If replacement wheel is upgraded beyond OEM standards or exceeds like kind and quality replacement value, SafeRide Motor Club reserves the right to make reimbursement at the generally accepted retail replacement cost for the appropriate OEM wheel. A maximum per wheel aggregate of up to seven hundred fifty dollars (\$750) and a total program benefit of three thousand dollars (\$3000) applies for the term of this membership plan. \*All damaged tire(s)/wheel(s) must be held by Member until the claims process is complete in the event SafeRide Motor Club deems it necessary to inspect damaged tire/wheel.

#### Tire & Wheel Protection Benefit Exclusions:

SafeRide Motor Club will not provide coverage for any of the following:

- Tires with less than 3/32nds tread depth remaining
- Repairs/replacements covered by a manufacturer, service agreements, a primary insurance policy or warranty including the repair or replacement of a tire by any manufacturer's warranty or for any other coverage or reason the manufacturer, importer, distributor or seller repairs or replaces the tire/wheel at its expense or at a reduced cost;
- Tire or wheel replacement exceeding the manufacturer's vehicle specifications;
- Cosmetic damage to tires and wheels, scratches, scrapes, or discoloring;
- Damage caused by: sidewall/curb impact, rim pinches, improper inflation/balancing/alignment, vehicle accident or collision, off-road/unpaved road use, negligence, abuse, misuse, tire chains, racing, fire, theft or vandalism;
- Damage to attaching hardware, wheel covers or "space saver" style spare tires;
- Repair or replacement of a tire/wheel arising or resulting from the use of your vehicle outside of the United States, its territories or possessions, or Canada;
- Disposal charges, wheel alignments, tire rotations, storage or freight charges;
- Any claim if your vehicle is used for police or emergency service, snow removal, carriage of passengers for hire, commercial delivery/ service/repair, rental purposes, towing a trailer or another vehicle - unless your vehicle is equipped for this as recommended by the manufacturer:
- · Any incidental or consequential damages or costs incurred repairing or replacing a tire/wheel;
- Liability for damage to property, injury to or death of any person arising out of the operation, maintenance or use of your vehicle whether or not related.

#### **PLATINUM PLAN - Scratch Repair Benefit**

This membership benefit provides for limited cosmetic repair or enhancement of most small twelve inches (12") in length or less surface scratches on exterior painted sheet metal body panels. Scratch Repair is a detailing process developed by automobile manufacturing teams that use specialized hand tools and chemical compounds to repair visible scratches to original, or near original form. Scratches are only repaired to enhance the visual and cosmetic appearance and may not fully remove scratch from finish of the metal panel. This procedure removes scratches without harming the factory's original finish. This benefit DOES NOT cover repainting or touch-up painting of any body panels.

Benefit Limit: For the term of the SafeRide Motor Club Membership, this benefit provides coverage on a Sign & Drive basis for minor surface scratches repair on metal panels (does NOT cover chrome finish, bumpers, plastic, carbon fiber, or fiberglass body panels) of the covered vehicle, limited to two (2) claim incidents per any consecutive twelve (12) month time period (a claim incident is defined as a dispatched repair technician providing service for covered scratches, up to the maximum benefit limit per incident). A maximum of one hundred dollars (\$100) per claim incident applies. An aggregate claims limit of four hundred dollars (\$400) maximum for the entire term of the membership also applies. The metal panel Scratch Repair requires initial assessment by a SafeRide Scratch Repair technician prior to starting the repair. The Scratch Repair technician's determination of repairability of any scratch damage is considered final. If damage is assessed to be not repairable by Scratch Repair methods, no benefit will be provided. SafeRide Motor Club reserves the right to discontinue this coverage in the event of misuse, abuse, or fraud. Used vehicle coverage begins sixty days (60) AFTER the SafeRide Motor Club Plan Effective Date. See Benefit Claims Procedures prior to service.

**Coverage Limitation:** Reimbursement will not be provided for services rendered by any repair facility outside of the SafeRide Scratch Repair technician network, without prior authorization by SafeRide Motor Club. In the event a SafeRide Scratch Repair technician is not available in the Member's area, a Claim number will be issued for reimbursement of a like scratch repair, up to a maximum of one hundred dollars (\$100) per occurrence.

Not all scratch damage is repairable, including but not limited to: large or deep scratches through layers of paint and/or clear coat, inaccessible scratches, collision damage, rock chips or holes in body finish which does not allow for the scratch repair process. Hail damage, weather related hazards, metal areas with chipped paint, pre-existing damage, and collision or environmental damage are unconditionally excluded under the SafeRide Motor Club.

## **BENEFIT CLAIMS PROCEDURE**

**DELUXE Plan:** To utilize listed SafeRide Motor Club benefits Member must call the dedicated phone number. Please reference the appropriate feature and call the designated toll-free number for immediate service.

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Membership Upgrade Plans: To utilize SafeRide Motor Club upgrade benefits, prior claim notification is required.

Member must call 1-800-955-4929 (toll free) before having any service performed on any of the upgraded plans. Claims not processed using the adjudication methods listed below may not be honored by the Motor Club. Please read each benefit claims process below.

#### BRONZE, SILVER & PLATINUM Plans

# Paintless Dent (PDR), Scratch Repair & Windshield Repair Claims:

Upon calling for Sign & Drive Service, SafeRide Motor Club will verify coverage and schedule the appropriate repair with at least 24-hour prior notice. A SafeRide repair technician will be assigned to perform the service on a Sign & Drive basis, up to the maximum benefit allowed. Initial call for such service must occur within sixty (60) days of the date of damage or claim may not be honored.

#### **GOLD Plan**

#### Tire & Wheel Claims:

Upon calling for a Claim Number, SafeRide Motor Club will verify coverage and initiate the claims process. Initial call for service must occur within sixty (60) days of the date of damage or claim may not be honored. All Tire & Wheel claims will be handled on a reimbursement basis only, up to the maximum benefit allowed. Proper documentation is required and the instructions below must be followed:

- 1. Call 1-800-955-4929 (toll free)
- Obtain a Claim Number & Claim Form prior to tire repair or tire/wheel replacement (SafeRide Motor Club will coordinate inspection for wheel replacement with Dealer/Retailer)
- 3. Pay for tire repair or tire/wheel replacement at Dealer/Retailer
- Secure paid invoice with Dealer/Retailer pre-printed name, address & phone number. Invoice must include VIN number, odometer reading, serial number, and tread depth of damaged tire & detailed description of damage. (Note Claim Number in upper left corner of invoice). Fully Complete the Claim Form.
- 5. Mail paid invoice, complete Claims Form and copy of front page of SafeRide Motor Club Membership within thirty (30) days of the repair/replacement incident to: SafeRide Motor Club, 4287 Beltline Road, #238, Addison, TX 75001. Claims improperly submitted may not be honored.

Member must use the respective SafeRide Motor Club toll-free number to procure benefits under the Membership. Services secured independently of these toll-free numbers are not covered and may not be reimbursed. In the rare event that service is not obtainable by the SafeRide Motor Club, Member will receive a refund of payments made, according to the coverage limits outlined in the Membership. SafeRide Motor Club must be contacted for consideration of any independent service.

#### Arbitration

In the event the Member and SafeRide Motor Club disagree on the amount of a covered loss or whether coverage is provided for under this Membership, each party may agree to submit the dispute to voluntary and non-binding arbitration. Each party further agrees to share equally in the cost of arbitration and either party may demand a three-member-arbitration panel.

## **Cancellation and Transfer**

This SafeRide Motor Club Membership may be cancelled by the SafeRide Motor Club upon mailing the named Member at the address of record, a written notice stating the time, not less than ten (10) business days thereafter, that such cancellation shall be effective based on:

- A) Failure to pay a Membership fee when due or on grounds stated in this Membership.
- B) Material misrepresentation.
- C) Substantial breaches of contractual duties, conditions, or warranties.
- D) Substantial change in the task assumed, except to the extent that SafeRide Motor Club should reasonably have foreseen the change or contemplated the risk in writing this Membership.

The named Member may cancel the SafeRide Motor Club Membership by surrender hereof or by mailing to SafeRide Motor Club address below a written notice signed by the Member. The member will receive a pro-rata refund of their Membership fees calculated on a monthly basis without any deductions. This Membership may be transferred to another vehicle for a thirty dollar (\$30) fee with a thirty (30) day transfer waiting period. The Member must call **1-877-501-3795** (toll free) for this purpose to obtain a transfer form.

In Utah, cancellation for failure to pay your membership dues or during the first sixty (60) days shall be effective ten (10) days after delivery or first-class mailing of a written notice to the member. For all other reasons, cancellation is effective thirty (30) days after the delivery of first-class mailing of a written notice to the member. First-class mailing means that delivery is assumed to occur three days after the notice is mailed. If a notice of cancellation or non-renewal does not state with reasonable precision the facts on which our decision is based, you have the legal right to make a written inquiry regarding the reason for the cancellation or non-renewal. We shall send by first-class mail or deliver that information within ten (10) working days after receipt of a written request by the member. Your benefits will end on the date you are no longer a member in accordance with the time frames above. Such termination will not affect your right to payment for a claim arising before the date of termination.

In Wisconsin, a notice of cancellation or non-renewal shall state with reasonable precision the facts on which our decision to cancel or non-renew is based.

# **Customer Service, OBLIGATIONS, and Contact information**

All Motor Club benefits are offered through SafeRide Motor Club, Inc. 1-877-501-3795 (toll free). The benefits and obligations under this Motor Club are backed by insurance. You have the right to file a complaint by submitting a written complaint to our Customer Care Department at 4287 Beltline Road, #238, Addison, TX 75001 or by contacting a representative at 1-877-501-3795 (toll-free). Benefits are available throughout the United States of America, Canada, and Mexico.

Problems With Insurance? Be advised, if you are having problems with your insurance company or agent, do not hesitate to contact the insurance company or agent to resolve your problem. You can also contact the Office of the Commissioner of Insurance, a state agency that enforces Wisconsin's insurance laws and file a complaint. You can contact the Office of the Commissioner of Insurance by writing to: Office of the Commissioner of Insurance Complaints Department, P.O. Box 7873, Madison, WI 53707-7873. Or you can call **608-266-0103** and request a complaint form.

# SafeRide Motor Club, Inc. **Driver Select Plan**

Member Name:

Member Number:

Effective Date:

Member Vehicle:

To obtain Emergency Road Services, or any other benefits listed on your membership registration form, please call (toll free):

1-800-955-4929

Your emergency roadside assistance plan provides delivery in the event you are in need of towing or any other listed plan service. There is no coverage for unauthorized services.

Services provided by SafeRide Motor Club, Inc. 4287 Beltline Road, #238, Addison, TX 75001

William B Le

SafeRide Motor Club

SafeRide Motor Club, Inc. 4287 Beltline Road, Box #198 Addison, TX 75001 1-877-501-3795

## **Office Locations**

SafeRide Motor Club, Inc. C/O National Registered Agents, Inc. C/O National Registered Agents 12 Old Boston Post Road Old Saybrook, CT 06475

SafeRide Motor Club, Inc. 818 W. Seventh Street Los Angeles, CA 90017

SafeRide Motor Club, Inc. C/O National Registered Agents, Inc 311 S. Division Street Carson City, NV 89703