

Welcome!

As a member of Good Sam RV Emergency Road Service from Affinity Road and Travel Club, Inc., you are entitled to all the benefits and services that have made this program a leader in RV emergency road service.

Please keep this Member Benefit Brochure in your vehicle at all times, as it explains your Good Sam RV Emergency Road Service benefits and services in detail. Take a moment to familiarize yourself with the program details so you fully understand how it works.

Your Good Sam RV ERS membership protects you no matter where you travel in the United States and Canada. Our 24-hour, 365 day a year call center and network of more than 30,000 specialized RV tow providers, ensures you have peace of mind wherever and whenever you take to the road.

We are committed to providing you with the superior level of service and care that thousands of your fellow RVers have come to expect from Good Sam RV ERS.

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

Sincerely,



Mark J. Boggess
President
Affinity Road and Travel Club, Inc.

THIS IS NOT AN AUTOMOBILE OR PHYSICAL DAMAGE INSURANCE CONTRACT. THIS IS NOT AN INSURANCE POLICY, AND DOES NOT COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW¹.

This is the Membership Benefit Brochure for Good Sam RV Emergency Road Service, a motor club program offered by Affinity Road and Travel Club, Inc. which is located in Englewood, Colorado 80112. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are either provided by Affinity Road & Travel Club, Inc., or through Cross Country Motor Club, Inc., Boston, MA 02155*, or Cross Country Motor Club of California, Inc., Boston, MA 02155. This Membership Benefit Brochure is for informational purposes only and is not intended to be any type of contract.

¹Notwithstanding these provisions to the contrary, each certificate of membership and Membership Benefit Brochure issued in or under the laws of the state of Wisconsin is considered to be a policy used to prescribe in writing the terms of a contract of insurance.

*Except in Wyoming

WHAT TO DO IF YOU NEED ASSISTANCE — CALL

Phone number available in U.S. & Canada only

Your connection to assistance is the 24-hour toll-free phone number listed above and on the back of your Good Sam RV Emergency Road Service membership card. Please be ready to give the service representative who answers your call your membership number and valid expiration date. Please let the representative know if you are calling from a cellular phone.

TELL US YOUR LOCATION

We'll need to know the nearest crossstreet, highway exit or mile post marker. We'll also need a description of your vehicle and the license plate number.

TELL US THE NATURE OF THE PROBLEM

So that we know what type of equipment to dispatch, please describe your vehicle's problem, to the best of your ability.

HELP WILL BE DISPATCHED IMMEDIATELY

You may be asked to wait by a phone or on hold so we can confirm the type of service we are sending you, as well as to provide you with an estimated time of arrival.

IMPORTANT:

Please call us again if...

1 You have been promised a call back by our dispatch representative within a certain period of time and you do not receive the call. It may be that we can't get through to the phone you were calling from.

2 Service does not arrive within the time promised by our dispatch representative. We may have experienced a problem locating you.

SERVICES PROVIDED

Your Good Sam RV ERS membership provides all of the services described in this member benefit brochure for the total cost of your annual enrollment. There is no additional charge. Your Good Sam RV ERS services become active 24-hours after approval of your enrollment payment. At the end of the term, your membership may be renewed for an additional year and will remain activated upon approval of your membership renewal payment. The purpose of the Good Sam RV ERS program is to provide you, in the event of a breakdown, with roadside service required to enable your vehicle to either proceed safely under its own power, or to be towed to our nearest network service center for repair. This benefit is not intended to be used in lieu of routine maintenance or needed repairs

on your vehicle. All benefits described in this brochure are non-transferrable and will be provided only to the member, the member's spouse or domestic partner (i.e. two adults residing in the same household), and any dependant child no more than 25 years old living at home or attending college (hereinafter collectively the "membership") and only with respect to vehicles owned and registered by the membership. Membership vehicles are limited to one RV and any other eligible non-RV vehicles owned by any person who is part of the membership, subject to the below conditions. 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. Subject to the conditions set forth in this brochure, the following properly licensed vehicles shall be eligible for the emergency roadside service benefit so long as they are used exclusively for personal or recreational purposes:

- Recreational Vehicles (RV), including self-contained motor homes, travel trailers, pop-up camping trailers, fifth-wheel travel trailers.
- Non-recreational vehicles: automobiles, vans, pickups, boat trailers, 2-wheel tow dollies, motorcycles, and vehicles specifically designed to tow fifth-wheel travel trailers.

Fees for services that you hire on your own (in the U.S. or Canada) are not reimbursable.

A. TOWING SERVICES

1 When you call our toll-free phone number for service, Good Sam RV ERS pays 100% of the towing fees for the delivery of your vehicle to the nearest service center. However, you must request disablement assistance through our telephone dispatch center within 24-hours of the breakdown. If you request (for any reason) your vehicle be taken to a location other than the nearest service center, the mileage fee (for the extra distance only) will be at your expense. If you request to be towed to a location other than the nearest service center, you will not be entitled to a secondary tow for the same disablement. Note that service providers and facilities referred to members by Affinity Road and Travel Club, Inc. (ART) are independent businesses neither owned, controlled nor operated by ART. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ART.

2 Good Sam RV ERS does not provide towing and roadside dispatch services in Mexico, but will provide claims reimbursement for breakdown services (as described within this brochure)

rendered in Mexico. The Good Sam RV ERS toll-free phone number is not available in Mexico and you must secure needed service independently. Call Customer Service at 1-800-842-5351 for reimbursement information.

3 A request for a tow to your home would also require additional payment if that distance exceeds the distance to the nearest service facility.

4 Towing services are also provided for membership vehicles which become disabled as a result of a collision.

B. ROADSIDE SERVICES

Roadside services are intended to help you overcome minor problems with your vehicle.

These on-site emergency services are:

- Flat tire change.*
- Delivery of needed fuel and fluids (water, oil, brake fluid, etc.).
- Delivery of battery (you are responsible for the expense of battery purchase).
- Jump start/battery service.
- Vehicle lock out service.

* Includes labor to replace a flat tire with the owner's inflated spare. (This does not include seasonal tire changes nor flat tire repairs.)

C. TRAVEL DELAY ASSISTANCE²

If your membership vehicle becomes disabled and unable to be driven as a result of a collision with another vehicle, Good Sam RV ERS "Travel Delay Assistance" is available to you.

Your reimbursable emergency Travel Delay Assistance may be utilized once per member year for covered expenses, up to \$1,200 for a collision with another vehicle that includes:

- Reasonable expenses for meals
- Lodging (campground/hotel/motel)
- Car rental
- Emergency phone calls

²In those states where required by law, the Travel Delay Assistance benefit referenced in this brochure is provided by Virginia Surety Company, Inc. (123 Wacker Drive, Chicago, IL 60606) under group insurance policy provided by Virginia Surety Company to the members of this motor club program at no additional cost. Complete provisions pertaining to this insurance are contained in the Group Insurance Policy, which may be obtained directly from Virginia Surety Company. The provisions of the Group Insurance Policy shall govern in the event of any conflict it may have with any of the provisions set forth in this brochure.

RESTRICTIONS:

1 Distance — The collision must have occurred more than 300 miles (based upon actual mileage of the most direct route) from your registered permanent address.

2 Reimbursement limits — Reimbursement for meals, lodging, car rental and emergency phone calls are subject to an expense limit, a daily limit, and a single event maximum limit, as follows:

- A** Expense limit:
- Meals — not to exceed \$50 per day.
 - Lodging — not to exceed \$60 per day.
 - Car rental — not to exceed \$30 per day.
 - Emergency phone calls — not to exceed \$10 per day.

B Daily limit — the maximum reimbursement is \$150 per day.

C Single event maximum benefit limit — the maximum daily limit of \$150 may be reimbursed to you until the vehicle is repaired, for up to eight (8) consecutive days.

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 or breakdown. 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 21 days of the actual disablement.

The original police report (accident report), and photographs of the damage, must also accompany your reimbursement request.

Submit your request for Travel Delay Assistance reimbursements to:

Travel Delay Assistance Administration
P.O. Box 6850
Englewood, CO 80155-6850

D. SERVICE LIMITATIONS

The Good Sam RV ERS program does not service or offer 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.

Expenses incurred for hotels, meals, campgrounds, car rentals, taxi fare or airfare while your vehicle is disabled or being repaired are not included unless expressly listed in another part of this benefit brochure.

Vehicles NOT PROTECTED by the Good Sam RV ERS program include but are not limited to:

- Rental, stolen, vandalized or impounded vehicles.
- Vehicles located in areas outside of the United States or Canada.

- Vehicles in a repair facility, off-road area*, 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.
- Non-commercial/business vehicles which are not exclusively used for non-commercial or business purposes.

*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.

No benefits or services are provided:

- In connection with driving or riding in any other vehicles other than membership owned vehicles.
- As a result of acts of God or nature (e.g. floods, hurricanes, tornadoes, earthquakes).
- For vehicles with pre-existing mechanical disablement conditions.

For each time winching or extrication services or labor are required in order to tow the disabled vehicle, the member will be entitled to the maximum of two hours of one winching truck and one driver.

E. EMERGENCY MEDICAL REFERRAL SERVICES

Good Sam RV Emergency Road Service also offers Emergency Medical Referral Services. This benefit will assist you and your family when you need help with a medical or personal emergency associated with a sudden illness or accident. This assists you with finding medical, dental and legal help fast and such other features as prescription replacement, emergency cash, emergency travel arrangements and emergency message relay. Please refer to the enclosed EMS brochure for complete information. The Emergency Medical Referral Service benefit referenced in this brochure is provided by Medex Corporation Emergency Assistance (Timonium, Maryland) to all members of this motor club program at no additional cost. To obtain EMS benefits call 1-877-565-2542.

IMPORTANT NOTES:

This brochure is intended to supercede 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 Good Sam RV ERS program benefits, services, prices, policies and procedures are subject to change without notice. At their discretion, law enforcement officers may radio for an emergency service provider other than one from our service. If this happens, please call for reimbursement information. Towing charges incurred on limited access and toll roads may

also be eligible for reimbursement. All claims must be submitted with original receipt and letter of explanation within 90 days of incident for consideration of reimbursement.

To receive the services provided under this program, you must call our toll-free phone number: 1-800-947-0770. Only active members and enrolled member-owned vehicles are eligible for Good Sam RV ERS benefits. Fees for services obtained independently of the Good Sam RV ERS program are not included.

Membership and Cancellation Policy³:

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 individuals eligible for benefits under the membership. All benefits will cease when the membership expires or either party cancels. Should either party cancel, you will receive a prorated refund without deduction for the unused portion of your membership term.

PHONE NUMBERS & ADDRESSES

To pay membership dues:

Good Sam RV ERS
Affinity Road and Travel Club, Inc.
P.O. Box 6885 • Englewood, CO 80155-6885

To submit claims:

Call 1-800-842-5351 for instructions

For general inquiries, change of address, etc.:

Good Sam RV ERS
P.O. Box 6888 • Englewood, CO 80155-6888

In Wyoming: 1770 Carey Ave • Cheyenne, WY 82001
In Wisconsin: 44 East Mifflin • Madison, WI 53703
In Nevada: One East 1st Street • Reno, NV 89501
In Louisiana: 8550 United Plaza Blvd • Baton Rouge, LA 70809

FOR CUSTOMER SERVICE OR INFORMATION CALL 1-800-842-5351

6:30 am to 6:30 pm Mon. — Fri.
7:00 am to 1:00 pm Sat. Mountain Time
Website: www.goodsamclub.com/ers

FOR 24-HOUR EMERGENCY ROAD SERVICE DISPATCH CALL:

FOR SPEECH & HEARING IMPAIRED:

³In Wisconsin, 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.

Good Sam RV Emergency Road Service

From
Affinity Road and Travel Club, Inc.



For 24-hour Emergency Road Service Dispatch call:

For speech & hearing impaired: