

The Membership Term is effective from the date of sale, the "Plan Effective Date," and continues for the number of months indicated above unless cancelled in writing. If no term is selected, this membership will, by default, be assigned a term of one (1) month from the "Plan Effective Date." Benefits are available for the vehicle listed. Services are available throughout the United States and Canada for the Primary Covered Vehicle, additional vehicles are eligible for Roadside Assistance only. The actual Covered Vehicle and Additional Vehicles are eligible for services seventy-two (72) hours after completed registration.

As a Member of this Motor Club Program all benefits are available to the Member up to your specific benefit limits without additional payments. You are responsible for any expenses over the per occurrence limits or for any non-covered expenses. Your Membership begins on the "Plan Effective Date" shown on this Membership Registration page and will continue for the duration of months specified on the Membership Registration page, unless cancelled in writing. You will not be required to pay any sum in addition to the membership fee and the amounts specified in this registration form for the services promised.

#### **EMERGENCY ROADSIDE ASSISTANCE**

Emergency Roadside Assistance is available on a "sign & drive" basis throughout the United States and Canada, 24 hours a day, 365 days a year. For prompt service, simply call the appropriate number listed below to receive the following services up to the stated benefit limits:

Towing: to the nearest qualified repair center; Jump Starts; Tire Changes: with your inflated spare; Vehicle Fluid Delivery: you are responsible for cost of fuel/fluids; Lockout Assistance: You are responsible for cost of key cutting/parts & labor.

Winch-out service benefits apply as long as the RV can be safely reached from an established, maintained road, thoroughfare, paved street, highway, public or private parking lot. Winch-out coverage applies when member is attending FMCA events/rallies. Winch-out service benefits

do not apply if the RV is more than 50 feet from an established, maintained road or thoroughfare, or was intentionally driven off of the road, or when YOUR RV cannot be safely reached. Benefit does not apply to recovery work (IE: RV is down a hillside or embankment) or if the RV has been in an accident.

The winch-out services are covered up to five hundred dollars (\$500) per incident. (This service is for the covered RV only).

Only service requests provided through the phone numbers below will be honored. Services are not available in areas where state providers are exclusively utilized. There is no Emergency Roadside Services for accidents or vandalism.

#### **MOBILE TIRE SERVICE**

If a spare tire is not available, we will dispatch a mobile tire service company who will mount a like tire. Mobile tire service is not available in all areas. Towing to the nearest qualified repair facility will be provided if mobile tire service is not available. You will be responsible for all parts and labor fees.

#### **RV TECHNICAL ASSISTANCE**

RV Technical Assistance is available by calling our toll free number, 24-hours a day, 365 days a year. This benefit provides the Member phone access to ASE certified technicians to assist with first level instructions and technical diagnosis with basic troubleshooting and common operational issues with your registered RV. Customers must be able to provide the technician with the RV chassis type, Year, Make, Model, a brief description of the issue, and the location of the RV and their Membership number. The Member performing technical adjustments or modifications does so at their own risk.

#### **MOBILE MECHANIC DISPATCH SERVICE**

In the event of a RV mechanical breakdown, Company will assist in arranging the dispatch of a mobile mechanic to the customer's location (subject to availability) should you be more than fifty (50) miles from the nearest repair facility. Please be advised not all dealers perform service calls; not all service calls are guaranteed under this Agreement. The customer is responsible for all charges related to on site repairs including but not limited to travel fees, parts, and labor costs. Mobile Mechanic is only available in the United States and Canada. Mobile Mechanic benefits are only available if the unit is inoperable and cannot be moved due to mechanical breakdown. Issues related to malfunction of appliances, parts or systems solely related to the passenger cabin are not covered by Mobile Mechanic benefits.

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

Upon request, Company will furnish Member with information, maps, trip itineraries, discounted hotel reservations, and discounted automobile rental services. Ten (10) days advanced notice required for customized Trip Routing.

#### **CONCIERGE SERVICE**

This service provides assistance with ATM & Business Locators, Car Rental/Hotel/Restaurant Reservations, Rental Car Return, Emergency Return Travel Arrangements, Turn-By-Turn Driving Directions, Traffic Reports, Road Closures, Restaurant Reservations, RV Campground Referrals, RV Storage Facility Locators, Wireless Devices Assistance, Historical Site and Pet Care Locators, Golf Course Tee Time Reservations/ Referrals, Ticket Coordination (theater/music/sports), Pharmacy/Hospital/Emergency Car Locator service, Weather Reports, Shopping Centers, and Local Activities Calendar. Call our toll free number for assistance.

#### **TRIP INTERRUPTION BENEFITS**

In the event of a RV mechanical breakdown not due to an accident or collision, the Company will reimburse Member up to three hundred dollars (\$300) per day for a maximum of five (5) days for a total of fifteen hundred dollars (\$1,500) for Only the Members lodging and meals when the Member is more than one hundred (100) miles from home and the vehicle must be kept for mechanical repairs at the licensed repair facility. Member must submit receipts and verification of repairs to Company for benefit reimbursement. This benefit is limited to one (1) incident per any given twelve (12) month period during the term of your membership. If the listed RV is the Members primary residence, this benefit is not available.

## **CUSTOMER SERVICE AND CONTACT INFORMATION**

All Motor Club benefits are offered through and provided by SafeRide Motor Club, Inc. You have the right to file a complaint by submitting a written statement to our Customer Care Department at 13901 Midway Rd Ste 102-42, Dallas, TX 75244-4388 or by contacting a representative at our toll free number. Benefits are available throughout the United States of America and Canada.

## **ARBITRATION**

In the event, the Member and Motor Club disagrees on the amount of a covered loss, or whether coverage is provided 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.

**Emergency road service benefits are designed to assist members in an emergency** and are not designed to reimburse members for repeated service calls for a vehicle in need of mechanical repairs or replacement parts. Excessive claims may result in review of your eligibility for membership. Excessive use is determined based upon such considerations as your length of membership, nature, frequency, volume and dollar amount of claims.

## **CANCELLATION AND TRANSFER**

This Motor Club Membership may be cancelled by the 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 risk assumed, except to the extent that Motor Club should reasonably have foreseen the change or contemplated the risk in writing this Membership.

The named Member may cancel the Membership by surrender hereof or by mailing a written notice signed by the Member to the Motor Club address above.

The member will receive a pro-rata refund of the 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 our toll free number for the purpose to obtain a transfer form.

## **OBLIGATIONS**

All Motor Club benefits are offered through SafeRide Motor Club, Inc. 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 13901 Midway Road, Suite 102-4299 Dallas, TX 75244-4388 or by contacting a representative at our toll free number. Benefits are available throughout the United States of America and Canada.

## **PRIVACY POLICY**

The Motor Club uses and protects any information that you provide when you enter into this Membership. The Motor Club may do the following with information included in this Membership document: internal claims administration; provide your information to the insurance provider and/or obligor for additional claims administration functions; use information to improve products and services; use your information for internal market research. The Motor Club has implemented procedures to safeguard information collected in this Membership document. Images of this Membership document will be stored digitally on secure servers. Digital images will be substituted for the Motor Club's physical copy of the Membership document. The Motor Club intends to store all digital images for the period of up to seven (7) years or through the expiration of the Membership, whichever is greater. To learn more about how SafeRide Motor Club uses your information, please visit its website at: <https://saferide.vehicleadminsolutions.com/website-privacy-policy/>.

This is a motor club Membership and does not comply with any financial responsibility law. Benefits and services provided by SafeRide Motor Club, Inc.

## Motor Club State Disclosures

**Alabama:** In Alabama, the key benefit does not cover stolen keys.

**Arkansas:** In Arkansas, Our right to reimbursement under the Subrogation Provision is only applicable to the extent that Your recovery from a third party, along with benefits under this Agreement, exceed Your total amount of damages incurred. The Arbitration Provision is non-binding and voluntary. If this Agreement is canceled after the first sixty (60) days, Provider will make a pro rata refund. No administration fee is required.

**California:** In California, there is no fee to transfer this membership to another person.

**Maryland:** In Maryland, benefits are available to the member. Our phone number is 800-462-5487.

**Massachusetts:** In Massachusetts, the Trip Interruption Benefits do not cover expenses arising from a collision event.

**Montana:** The Membership Term begins on the Membership Purchase Date listed on the first page of this Membership Agreement and will expire after the period of time in months listed on the first page of this Membership Agreement. The effective date of the services to be provided under this Membership Agreement is the Membership Purchase Date listed on the first page of this Membership Agreement. The Cancellation Procedures section is deleted in its entirety and replaced with the following: This Membership Agreement is cancelable. To cancel the Membership Agreement, You must provide the Motor Club with written notice of Your request to cancel the Membership Agreement. The effective date of such cancellation is the date such written notice and all required documents are received by the Motor Club. The Membership may be cancelled for a full refund of the Retail Membership Fee to the Member, without any deductions, within thirty (30) days of the Plan Effective Date. After thirty (30) days, a pro-rata refund to the Member, without any deductions, will be calculated based upon the time expired from the Plan Effective Date. The Motor Club cannot cancel the Membership except for material misrepresentation or fraud, lack of proper maintenance, or non-payment of the Retail Membership Fee, in which case You will be notified of the reason for cancellation and the effective date of cancellation by certified mail prior to the effective date of cancellation. If the Motor Club cancels this Membership, the Motor Club will return to the Member one hundred (100%) percent of the unearned pro-rata Retail Membership Fee, without any deductions.

**New Mexico:** In New Mexico, if services are not available through the motor club, a cash equivalent reimbursement will be paid to the member. The Membership may be canceled at any time by the Motor Club for nonpayment of premium when due and the Motor Club will provide written notice of cancellation not less than ten (10) days prior to the effective date of cancellation. The Motor Club may cancel the Membership without cause at any time within sixty (60) days following the issuance and effective date of the Membership, and the Motor Club will provide written notice of cancellation not less than ten (10) days prior to the effective date of cancellation, which shall fall within the sixty (60) day period above. After expiration of the sixty (60) day period referred to above, the Motor Club shall not cancel except for reasonable cause the Membership and for such causes, and with advance notice of cancellation for such period of time, as may from time to time be provided by rules and regulations of the superintendent. Such rules and regulations may also require that statement of the reasons for such cancellation be contained in the notice of cancellation given to specified persons. Notice of cancellation will be given by mailing the notice postage-paid addressed to You at your address last of record with the Motor Club. Notice so mailed shall be deemed given when deposited in a mail depository of the United States post office. ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.

**Oklahoma:** In Oklahoma, the Membership may be canceled at any time by the Motor Club or canceled at any time by You, if the Motor Club or its agent have violated any of the provisions of 36 O.S.A. § 3103 (fraud) or 36 O.S.A. § 3105 (unlicensed agent) act in soliciting your purchase of this Membership and if the Membership is canceled, pursuant to this provision, you will, if you've actually paid the consideration, thereupon be entitled to the unused portion of the consideration paid for such Membership, calculated on a pro rata basis over the period of the Membership, without any deductions.

**Utah:** 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 (3) days after the notice is mailed. If a notice of cancellation or nonrenewal 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) business 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.

**Wisconsin:** Wisconsin Residents. Under Wisconsin law, your Membership Agreement is considered an insurance policy. Further, after the first sixty (60) days and prior to the expiration of the agreed term (or one (1) year from the effective date of Membership, whichever occurs first) your Membership may not be cancelled by us except for (1) for failure to pay the Membership fee; (2) in the event of material misrepresentation by you; (3) in the event of substantial change in the risk assumed reasonably unforeseen by us; or 4) for a breach of contractual duties, conditions or warranties by you. No cancellation will become effective until at least ten (10) days after the first-class mailing or delivery of a written notice to you. No faxed or e-mailed written requests will be accepted or honored.

Additionally, you have the right, subject to the cancellation provisions above, to have your Membership renewed on terms no less favorable than those offered to other similar Members by us, unless at least sixty (60) days prior to the date of expiration of Membership, you are provided with a notice of our intention not to renew the Membership beyond the agreed expiration date. A notice of cancellation or nonrenewal shall state with reasonable precision the facts on which our decision to cancel or nonrenewal is based.

***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 1-800-236-8517 outside Madison or 608-266-0103 inside Madison and request a complaint form.***