



# Automobile Club of Southern California

PO Box 25001, Santa Ana California 92799-9896

September 3, 2015

TYRONE MERRITT  
1377 E WINDSOR RD APT 311  
GLENDAL CA 91205-2037

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Dear Tyrone Merritt,

At the Auto Club, we realize how frustrating it can be when a vehicle breaks down. That's why our Roadside Assistance is there to assist our members when they need it.

We're glad we can offer such a popular service, but because of its popularity, it can become very costly. The Auto Club provides up to four Roadside Assistance calls (at no additional cost) for each person on your membership during your membership year. We've found that four service calls during a membership year meets the towing and road service needs for the vast majority of our members. At the same time, by placing a limit on the number of service calls included with an Auto Club membership, we are better able to keep membership dues affordable for everyone.

While you can always call for Roadside Assistance when you need it (24 hours a day, 7 days a week), there is an additional charge if the service is requested by the same member more than four times during the membership year. **We would like to let you know that the member listed below has received Roadside Assistance four times during this membership year.** If this member requests additional service on or before January 28, 2016, the Auto Club may require immediate payment of a service charge of \$60.00 by debit or credit card at the time of service request before providing Roadside Assistance. If the member is unable to provide a valid credit or debit card at the time of the service request or the charge is not approved by the credit or debit card company, all charges will be payable by the member directly to the Roadside Assistance Contractor at the time of service at such contractor's applicable rates. There will be an additional charge if the service request requires towing beyond 7 miles (if not towed back to the facility of the Roadside Assistance Contractor providing the towing service) or a "AAA Plus" service is provided (such as delivery of fuel, or locksmith services beyond the "Classic" benefit level), which additional towing or "AAA Plus" service will be payable by the member directly to the Roadside Assistance Contractor at such contractor's applicable rates.

We hope this reminder is helpful. We are glad to have had the opportunity to be of service for your Roadside Assistance needs. If you have any questions regarding the number of calls provided with your membership or our Roadside Assistance policies, please call us toll-free at 1-866-899-2272. In addition, you may want to take advantage of the AAA-Approved Auto Repair Program to help keep you on the road. To learn more, please visit us online at [www.AAA.com](http://www.AAA.com).

Thank you for your continued membership with the Auto Club. We look forward to serving you for many years to come.

Sincerely,

Curtis Inderwiesche, Manager  
Emergency Road Services Administration

## Services Provided To: TYRONE MERRITT

Date of Service	Service Requested	Order Number	Value of Classic Service	Value of AAA Plus Service
06/03/15	<del>TIRE SERVICE</del>	51430	\$60.00	
06/09/15	<del>TOWING</del>	74790	\$60.00	
08/29/15	TOWING	42196	\$60.00	
08/31/15	TOWING	10958	\$60.00	
			<b>Total: \$240.00</b>	