

FAQ on AA Members' Loyalty Program

***fee waiver of Roadside Assistance Services (RAS) for non-standard tow**

1. What is AA Member's Loyalty Program?

The AA Member's Loyalty Program is introduced to reward our members (AA Life, Ordinary and Family membership categories) for their continuous support towards AA Singapore.

2. What is the benefit that members can enjoy under the loyalty program?

With effect from 1 June 2017, AA Life, Ordinary and Family members who have completed at least 3 years' membership tenure will now be able to enjoy ***fee waiver of Roadside Assistance Service (RAS) for usage of non-standard tow under their membership's RAS entitlement.**

3. This is my second year of AA Membership but I have paid 5 years' term when I signed up with you. Can AA extend the waiver of the non-standard tow to me?

The calculation of your membership tenure is based on the join date of your current membership category and the date of service request.

Only members who have completed at least 3 years of membership tenure are eligible to enjoy the *fee waiver of RAS for non-standard tow under the AA Member's Loyalty Program.

4. I was a Drivestyle Member for two years before I switched to Ordinary Membership for another 2 years. Am I entitled to the waiver of the non-standard towing?

The *fee waiver for non-standard tow under the loyalty program is applicable to AA Life, Ordinary and Family membership categories.

The calculation of your membership tenure is based on the join date of your membership category and the date of your service request.

5. I am a Life Member and drive a Porsche. Why do I have to pay for the non-standard tow?

Under the AA service policy, a Porsche is listed under certain car makes+ that requires additional fee (from \$160.50 onwards) for higher risk and complexity of towing. We seek members' understanding that the *fee waiver for non-standard tow under the loyalty program will not apply in this case. You may refer to AA website www.aas.com.sg for the full Service Policy.

6. Can I enjoy this perk if I am a Social Member?

Social Member is not entitled to the RAS under the Terms and Conditions. Thus this program is not applicable.

7. What is the difference between a standard and non-standard tow?

Standard tow refers to the use of the tow-truck's recovery fork to lift the 2-front wheels of the passenger car off the ground.

Non-standard tow involves the use of a tow dolly or flatbed.

Note:

** Not applicable for towing services listed under certain car makes+*

+Certain car makes refer to Aston Martin, Bentley, Daimler, Ferrari, Hummer, Lamborghini, Lotus, Maserati, Maybach, McLaren, Pagani, Porsche and Rolls-Royce.

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