



Premier



1-800-263-7272

caaniagara.ca/premier

Welcome to CAA Premier...

As a Premier Member you now have access to a package of enhanced, value-added CAA Member benefits.*

- Up to 500 km of towing
- 60 minutes of free long distance calling
- Free two-day car rentals
- 24-hour concierge service
- And much more

Please take a few minutes to review this booklet and familiarize yourself with all of the amazing benefits that come with upgrading to CAA Premier. You'll see we're serious when we say you've moved up to CAA's highest level of members benefits.

Please note this booklet highlights Premier Membership Benefits only. For information please refer to your CAA Member Benefit Guide. Copies are available at all CAA Niagara Branches or online at caaniagara.ca

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*You will be eligible to receive CAA Premier benefits 48 hours after receipt of payment. CAA Plus is a prerequisite for CAA Premier.

Premier Member Benefits

Service Benefit	Premier & Premier RV
Long Distance Calling	60 free minutes of long-distance calling per membership year
Bike Assist	Roadside assistance for your bicycle
Emergency Towing*	Up to 500 km RV - Up to 500 km for campers, motorhomes, dual wheel pickups and trailers
Emergency Fuel Delivery	Free delivery and fuel to get to the nearest service station
Emergency Extraction Service	Second service vehicle & second driver
Locksmith Service	Up to \$100
Motorcycle Coverage	Towing up to 500 km & light services
Travel Accident Insurance**	\$500,000
Trip Accident Assistance	Up to \$1,500 (accident or breakdown)
Legal Defense Reimbursement***	Maximum \$100
Added Benefits	- 24-hour concierge service - Two-day rental car with tow - Worldwide medical support And more!

Accident & Ride Assist

If you're involved in an accident or mechanical breakdown when you're more than 160 km from your primary residence, CAA can assist with car rental arrangements, hotel accommodations and contact with family members.

Call 1-866 PREM-CAA (1-866-773-6222) for Accident & Ride Assist

* In any direction from the point of breakdown.

** When common carrier ticket is purchased through CAA.

***Traffic offenses only.

Two-Day Complimentary Car Rental

If your car is towed due to mechanical breakdown and you are within 160 km of your primary residence, a mid-size rental car can be arranged for two consecutive days.*

CAA Premier Members are responsible for subsequent day rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees and taxes. The Premier Member must have a valid credit card in their name to rent a vehicle. If the preferred rental agency is not available CAA will reimburse up to \$30 per day to a maximum of two days.

Your two-day complimentary rental must be booked through CAA and within 48 hours from the time of the tow. Minimum age restriction of 21 applies as well as normal rental qualifications and restrictions.

Call 1-800-222-4357 for car rental bookings.

Worldwide Concierge Service

While travelling as a CAA Premier Member, you can enjoy our Worldwide Concierge Service, which can make arrangements for:

- Prescription replacement
- Translation services
- Emergency medical transportation
- Emergency cash transfer
- Medical appointments and admissions
- Tickets and reservations for theatre, sporting events, shows, golf tee times and more**

In Canada and US: **1-877-364-3718**
Outside Canada and US: **1-416-977-7201**

Worldwide Concierge Service is available 24/7 and there is no limit to the number of times it can be used.*** To qualify for CAA's Worldwide Concierge Service you must be on a leisure trip at least 160km away from your primary residence, including one overnight stay but lasting less than 45 days in duration.

*Limit of one car rental per membership year. A complimentary rental car will not be provided in accident situations.

**Tickets and reservations cannot be guaranteed for all events.

***This benefit does not include any out of pocket expenses or related costs associated with the concierge service.

Worldwide Emergency Travel & Medical Support

Get the information you need when you need it most. Worldwide Emergency Travel & Medical Support is now available 24 hours a day, 7 days a week. To qualify, you must be travelling 160 km or more from your primary residence on a leisure trip, including one overnight stay but lasting less than 45 days.

Worldwide Emergency Travel & Medical Support can provide the following information:

- Medical providers
- Emergency medical transportation
- Ticket replacement
- Document replacement
- Canadian Embassy locations
- Pharmacy locations and hours of operation
- Health Canada Travel Advisories
- Travel warnings
- Accident & Ride Assist and much more*

In Canada and US: **1-877-364-3718**
Outside Canada and US: **1-416-977-7201**

*This benefit does not include insurance coverage for the following: medical, hospital, trip interruption, baggage or cancellation expenses. Does not include any out of pocket expenses or related costs associated with an emergency situation. If you have insurance coverage you are required to contact your insurance provider in the case of an emergency for assistance.



Passport Photos & Forms

Pick up your passport application form and have your passport photo taken. All CAA Niagara Branches have the following forms available:

- Adult General Application Form
- Simplified Renewal Application Form
- Child General Application Form

Reminder: Passports, including photos, must be renewed every five to ten years.



**CAA Members get
FREE Passport photos!**

Visit your local CAA Branch

Free Long Distance Calling¹

CAA Premier Members receive 60 minutes of free long distance calling per Membership year for calls originating within Canada to either Canada or the US.²

- Available from any type of phone: wireless, home, office and public telephone³
- Overseas calling available (higher rates apply)
- Calling card is reloadable (at Member's expense)⁴

See page 10 for wallet card and instructions for use.

To add minutes to your card, call 1-866-560-6574.

1. Offer limited to one 60-minute calling card per Premier membership per membership year. Value of calling card is non-refundable or returnable for credit. No cash value. 60 minutes of free long distance calling will reset to 60 minutes upon membership renewal. Annual 60 minutes of free calling DOES NOT carry over from year to year.

2. Calls originating or terminating in northern British Columbia, Yukon, Northwest Territories or Nunavut are subject to a surcharge. Additional surcharge applies to calls originating from the United States. If calling from the United States or overseas, a different rate will be applied, which will result in less than 60 minutes of free calling.

3. A payphone charge may apply.

Minutes available will be calculated based on the balance of the card divided by the destination call rate.

4. Minutes added, at the Member's expense, will remain on the card until used by the Member or for 36 months from the first date of the issue of the minutes or first call, whichever happens first.

Trip Accident Assistance

If your leisure trip is interrupted, and you are at least 160 km from your primary residence, CAA will provide you with assistance and reimbursement. May be used once per membership year, per household. Valid 24 hours after the start of your trip.

ACCIDENTS, THEFT AND INJURY

If you can't continue your trip due to accident, car theft, illness or injury, you can be reimbursed up to \$1,500 CDN annually for either meals and accommodations or substitute transportation to continue your trip.

Accident: You must obtain a copy of the police report describing the incident and original receipts for repairs and allowable expenses to support the claim. Your vehicle must have been deemed unsafe and/or inoperable and proof must be provided from either the police and/or a qualified mechanical technician.

Theft: You must present a copy of the police report and original receipts for allowable expenses.

Illness / Injury: You must provide proof from a licensed medical facility or practitioner confirming the illness/injury and your inability to operate your motor vehicle. You must present original receipts for allowable expenses.

VEHICLE BREAKDOWN

In the event of a mechanical failure resulting in a tow, the combined annual limit payable is \$600 CDN for either meals and accommodations or substitute transportation to continue your trip for up to the first 72 hours. You must provide proof from a licensed mechanical technician confirming your vehicle as unsafe and/or inoperable.

VEHICLE RETURN BENEFIT

When an unexpected illness or injury prevents the completion of a vacation, CAA will provide up to \$500 CDN to transport your vehicle back to your primary residence. The Vehicle Return Benefit does not apply to rental cars, and is only available when you, or someone you are travelling with, cannot safely drive your vehicle home. Only one claim may be submitted for one vehicle per return. You must provide proof from a licensed medical facility or practitioner confirming the illness/injury and your inability to operate your motor vehicle.

Claiming Reimbursement

Download a Trip Accident Reimbursement form at caaniagara.ca or ask for one at a CAA Niagara Branch. Within 30 days, submit the form and original receipts in the Premier Member's name for all eligible expenses. Reimbursement is available only on expenses incurred on leisure trips at least 160 km away from your primary residence.

Emergency Roadside Service

Annual Towing Allowance:

	500 km	250 km	10 km
Primary Premier	1	3	1
Associate Premier	1	3	n/a

As a Premier Member your towing range is now 500 km on one (1) of your allowable service calls, giving you more options for where to tow your vehicle for repairs.

Emergency Roadside Service Number:

1-800-222-4357

When calling for service you will be asked for the following information:

1. Your membership number
2. Your name and address
3. The exact location of the disabled vehicle, including nearby intersections and landmarks
4. Phone number where you can be contacted
5. The vehicle's make, model, year, colour and licence plate number
6. The nature of the problem

You must remain at or near the vehicle to receive service. If the problem is resolved before the service provider arrives, please notify CAA immediately to cancel the request or it will be charged as one of your allowable service calls. Please have your membership card and photo ID ready for presentation to the service provider.

During extreme weather conditions, CAA responds to calls on a priority basis, providing service to those Members whose vehicles are blocking roadways or otherwise posing a threat to public or personal safety. Under severe conditions, CAA reserves the right to defer service to Members whose vehicles are in a place of safety. Your patience and understanding during these times is appreciated.

At CAA we cover you, not the vehicle. You can call for service whether you're the driver or passenger in any vehicle, including rental cars.

PLEASE NOTE: CAA Niagara cannot guarantee transportation for drivers and passengers when an Emergency Road Service call is made. At your cost the club will, if possible, arrange transportation for drivers and passengers.

SERVICES PROVIDED

- Battery boosts & sales
- Fuel delivery
- Towing
- Flat tire service & repair
- Lockout service
- Winching

TOWING SERVICE

CAA Emergency Roadside Service is available 24 hours a day, 365 days a year throughout Canada and the US. Emergency Roadside Service is limited to making the vehicle operable at the roadside, or towing it to a service facility if the vehicle cannot be driven safely. Costs incurred to repair the vehicle at a service facility are the owner's responsibility.

Based on the type/size of vehicle, severity of repairs needed and the location of the vehicle, a decision will be made to use a tow truck, flatbed truck or light service vehicles.

SERVICE ELIGIBILITY

If your number of Emergency Road Service calls exceeds the limit, CAA will still tow your vehicle; however, you will have to pay for the cost of towing as determined by preferred contractor rates within the region.

VEHICLE ELIGIBILITY

CAA Premier: Provides service to licensed four-wheel motor driven vehicles of the passenger, pleasure or recreation type (vans and four-wheel motor homes included) and motorcycles with or without sidecars. Limited service is provided to dual-wheel recreation vehicles.

CAA Premier RV: Provides all services, except flat tire and extrication, to dual-wheel drive axle licensed motor homes, campers and the following types of trailers: travel, snowmobile, utility and boat. Dual wheel unloaded pickup trucks are eligible for all services except tire service.

PLEASE NOTE: If you are a CAA Premier Member towing a light-duty trailer, additional charges for recovery of the trailer will be your responsibility. Rented passenger and rented commercial vehicles are also eligible for service with the exception of taxis, limousines, school buses, cube vans and off-road vehicles.



Save with CAA!

Get more mileage out of your CAA membership by taking advantage of these great savings opportunities. Your membership can easily pay for itself!

CAA REWARDS™

Save big at thousands of retailers, restaurants and hotels across North America. Simply show your CAA membership card at places like Payless Shoe Source, Dulux Paints, the Vision Clinic and East Side Mario's to save up to 25% instantly!¹



Prefer to shop online? Shop at dozens of online retailers through the CAA eStore and earn up to 30% of your purchase back in CAA Dollars®. Then use those CAA Dollars® towards your membership renewal or the purchase of travel, merchandise or attraction tickets.²

Visit caaniagara.ca/rewards for a full list of CAA Rewards™ partners

CAA INSURANCE

From your vacation plans and property to your family's health, CAA can help you protect what matters most. And the best part? You can take advantage of great savings just by being a CAA Member.

Home Insurance:	Save 10%
Auto Insurance: ³	Save up to 20%
Travel Insurance: ⁴	Save 10%
Health & Dental Insurance:	Member-exclusive pricing
Life Insurance: ⁵	Member-exclusive pricing

Visit caaniagara.ca/insurance to learn more.

¹ CAA Rewards™ partners and offers subject to change without notice.

² 1 CAA Dollar® = \$1 CDN. Unredeemed CAA Dollars automatically applied to annual renewal statement.

³ CAA Auto and Property Insurance are underwritten by CAA Insurance Company (Ontario) or administered by CAA South Central Ontario Insurance Brokers Inc. with various third party underwriters.

⁴ CAA Travel Medical Insurance is underwritten by Orion Travel Insurance Company. Certain exclusions, limitations and restrictions apply. Subject to change without notice. A medical questionnaire may be required for travellers age 60 and over to purchase travel insurance.

⁵ CAA Health, Dental and Life Insurance is underwritten by The Manufacturers Life Insurance Company.

CAA, CAA logo and CAA Dollars trademarks owned by, and use is authorized by, the Canadian Automobile Association. CAA Rewards used by the Canadian Automobile Association.

Privacy Pledge

At CAA Niagara, we are committed to respecting and protecting your personal information. We identify the purposes for collection of personal information at or before the time the information is collected. You can choose not to provide us with some or all of your personal information. However, this choice will limit our ability to provide you with products, services or information that you request or that could be offered to you.

Your personal information is kept as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. You have the right to review your personal information collected by us and to correct or amend the information if it is not accurate.

On occasion, you may receive information about savings and value-added offers from companies that meet our high quality standards and have committed to respecting your privacy as a CAA Niagara Member. We respect your right to control the marketing information you receive from us, and with regard to telemarketing, you may wish to use these ways to opt-out: The National Do Not Call List (1-866-580-3625); CAA Niagara's internal Do Not Call List (dnc@caaniagara.ca); Canadian Marketing Association's Do Not Contact Service (the-cam.org).

If you have any questions or concerns about our privacy practices, please notify us in writing at the following address:

CAA Niagara Chief Privacy Officer
3271 Schmon Pkwy
Thorold, ON L2V 4Y6

Using Your Premier Long Distance Calling

1. Dial access number 1-866-560-6575
2. Enter your 16-digit Premier Membership number
3. Enter the phone number you want to call
4. You will hear the balance of your card, in minutes

See page 5 for more information

My Premier Membership Number:

620 288 _____

CAA NIAGARA BRANCHES

155 Main St. E
Grimsby

6788 Thorold Stone Rd.
Niagara Falls

76 Lake St.
St. Catharines

3271 Schmon Pkwy.
Thorold

440 Niagara St.
Welland

1-800-263-7272
caaniagara.ca

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Premier

**For Emergency Road Service:
1-800-222-4357**