Welcome! This is your guide to the benefits and services of your Allstate Motor Club membership. Each of us at Allstate Motor Club, Inc. is committed to providing quality customer service. Please retain this document for future reference.

Pam Dufour, President, Allstate Motor Club, Inc. 11/14

PLEASE NOTE: THIS MEMBERSHIP GUIDE IS NOT AN AUTOMOBILE LIABILITY OR A PHYSICAL DAMAGE INSURANCE CONTRACT, NOR IS IT INTENDED TO COMPLY WITH ANY FINANCIAL RESPONSIBILITY LAW(S).

Benefits and Services

Emergency Road Service and Towing Benefit

24-HOUR TOLL-FREE DISPATCH SERVICE

If the eligible vehicle for which this membership was purchased becomes disabled, you must call 800-487-3162 for service.

Dispatch Service for:
- On-site emergency road service such as jump-starts, gas delivery, and flat tire changes up to the benefit limit
- Towing to any destination you choose up to the benefit limit

If for any reason emergency road service is no longer needed, please call us back immediately at 800-487-3162.

Service will be provided only if you are with your vehicle, unless other arrangements were made in advance with the dispatch operator. You are responsible for staying in a safe place until the service provider arrives. When the service provider arrives, simply show your membership card and sign the receipt for covered expenses up to the benefit limit of $250. Payment of any additional expenses not covered and expenses that exceed the $250 benefit limit must be paid to the service provider at the time of service.

You MUST call our dispatch service first to receive emergency road service or towing benefits. If you call us and we cannot dispatch service, the telephone representative will authorize you to call your own service provider and will give you an authorization number. You may then call any service provider of your choice and pay them directly for services rendered. You'll be reimbursed up to your benefit limit when you submit your written reimbursement request within 90 days of service and include your original, dated receipt and your authorization number. For procedures on how to obtain payment, see “Reimbursement Requests” on page 4.

If an eligible vehicle requires two tows to reach its final place of repair, the second tow will be considered a continuation of the original tow. The maximum amount payable by us for the combined cost will be the amount of the benefit limit.

CALL-AHEAD SERVICE

Simply tell us who to call and their telephone number and we will notify them of your delay.

Lockout Benefit

If a driver is locked out of the eligible vehicle for which this membership was purchased, you must call 800-487-3162 for service. We will send a service provider to assist you.

If you call us and we cannot dispatch service, the telephone representative will authorize you to call a local service provider and will give you an authorization number. You may then call any service provider of your choice and pay them directly for services rendered. You'll be reimbursed up to your benefit limit when you submit your written reimbursement request within 90 days of service and include your original, dated receipt with your authorization number.

1 Expenses which are not covered include, but are not limited to: Parts, products, storage, gasoline or diesel fuel; service(s) performed in a dealership, garage, or service station; service(s) in areas not regularly traveled (such as sand beaches, open fields, forests and areas not possible due to construction, on act of nature, etc.); charging a battery or delivery and repair of tires; towing due to a parking violation or towing out of a place of repair or impound areas (except for accident or theft recovery); service other than that provided by a commercial garage or service station (payment will not be made to private parties or unlicensed facilities); removing/installing snow tires, repairs to studs, mounting and dismounting snow chains; clearing or entering snowbound driveways; shoveling vehicles out of snow banks or shoveling snow from around a vehicle; local tolls or parkway charges; service to a vehicle with an expired or missing safety inspection sticker, license plate sticker, and/or emission sticker(s) where required by law; and any other expenses not specifically mentioned as covered.

2 Expenses which are not covered include, but are not limited to: Labor to produce keys, replacement keys, and mechanical failure of locks or ignition system. Allstate Insurance Company, Northbrook, IL 60062, has issued Policy Number 048246118 which covers certain Motor Club benefits for California, Florida, Georgia, Maryland, Michigan, and New York members.

This Membership Guide describes the benefits, terms, and conditions of your membership. In those descriptions, Allstate Motor Club, Inc. may be referred to as “the Motor Club,” “we,” “us,” and “our.” The Commercial Plan is a product of and is administered by Allstate Motor Club, Inc., 2775 Sanders Road, Suite E2, Northbrook, IL 60062-6127.
**VEHICLE THEFT REWARD**

An amount up to your benefit limit of $10,000 will be paid as a reward to the witness(es) who provides information leading to the arrest and conviction for larceny or theft of anyone stealing the vehicle listed in our membership record.

**HIT-AND-RUN REWARD**

An amount up to your benefit limit of $10,000 will be paid as a reward to the witness(es) who provides information leading to the arrest and conviction (for a felony, not for any lesser or different offense) of anyone responsible for bodily injury to the driver of the eligible vehicle, because of a hit-and-run accident. Membership must be active at the time of the incident, and the vehicle in question must be listed in our membership records.

**Legal Defense Benefit**

The Legal Defense benefit provides payment for attorney fees—up to the benefit limit indicated—to defend the driver in court if charged with certain moving violations of motor vehicle laws while driving the eligible vehicle. Choose any attorney (other than yourself or a family member) to represent you. We cannot provide an attorney for you.

For states other than New York, we will reimburse you up to the following benefit limits. For New York state residents, we must by law make the reimbursement payment (up to your benefit limit) directly to your attorney.

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<tr>
<th>OFFENSE OR ACTION</th>
<th>BENEFIT LIMIT</th>
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<tr>
<td>A moving motor vehicle law violation*</td>
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<tr>
<td>Appeal of that offense</td>
<td>$75</td>
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<td>Reckless driving</td>
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<td>Appeal of that offense</td>
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<tr>
<td>Manslaughter</td>
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<td>Appeal of that offense</td>
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*Other than reckless driving and/or manslaughter

**EXCLUSIVE TRAVEL SAVINGS, SERVICES, AND OTHER OFFERS**

**Personalized TRIP PLAN Service**

We’ll send you a personalized TRIP PLAN package for any driving trip you may take in the U.S. and Canada. We’ll include route maps and information on points of interest, hotels/motels or even campground information (if you request it). Simply follow the instructions on page 4 of this guide when submitting your request.

**Hotel, Motel, Car Rental Discounts and Other Offers**

Discounts at participating major hotels, motels, and car rental companies are generally available when advance reservations are made. Please refer to your TRIP PLAN or membership materials for more details. From time to time other discounts or special offers may also be made available to AMC members.

**MEMBERSHIP INFORMATION**

Allstate Motor Club’s Commercial Plan is strictly for commercial use. All the benefits described in this Guide are applicable ONLY to the vehicle for which this membership was purchased.

The Commercial Plan covers ONLY one (1) vehicle per membership and any trailer(s) towed by that vehicle, provided that vehicle meets all the eligibility requirements and the required membership fees have been paid. If that eligible vehicle becomes totally disabled and cannot be used for conducting business, and another vehicle needs to be rented, leased, or borrowed on a temporary basis, then the temporary-use vehicle will also be eligible for all the benefits and services of this plan as long as it meets eligibility requirements.

Two official membership cards will be issued: one in the name of the individual purchasing the membership; a second in the name of the vehicle covered. Membership cards remain the property of Allstate Motor Club, Inc. and must be returned at our request.

Membership begins on the day the application is completed, signed, and mailed. As with any organization, membership is subject to the payment of dues, whether by check or credit/debit card. Regular membership is for a period of 12 consecutive months, regardless of the frequency with which your membership dues might be billed.

A membership renews automatically, subject to payment of dues, at the end of the current membership period unless cancelled in writing by you or by the Motor Club. If the membership dues were paid via credit/debit card at any time, all future renewal dues will be automatically charged to the credit/debit card, on or about the annual renewal date. If the membership dues were paid by check or money order, a renewal bill will be mailed when payment becomes due.

The benefits and services described in this Guide are available to members up to their benefit limit without any additional payments in excess of membership dues, unless otherwise specified. The benefits described herein are provided anywhere in the continental United States, Alaska, and Hawaii.

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1. Persons NOT entitled to receive such rewards include: You, your driver(s), or any person related to you; law enforcement officials and/or a member of their families; and anyone with you or your driver(s) at the time of the theft or accident.

2. Legal Defense benefit is not available in the state of Alabama. In all other states, expenses which are not covered by this benefit include, but are not limited to, the following: 1) Any offense prior to a membership becoming effective; 2) any trial defense or appeal expenses for more than one traffic violation arising out of the same incident (if charged with multiple violations, reimbursement will be made for the violation which allows for the single-highest benefit limit); 3) any trial defense or appeal expenses for charges involving felony violations or driving under the influence of intoxicating liquor or drugs, whether or not you are convicted of the charge or convicted of a lesser offense; 4) charged with other than a moving violation; and 5) traffic fines, court costs or the costs of bail bondsmen.
MEMBERSHIP INFORMATION (continued)

ELIGIBLE VEHICLES
Membership benefits apply only to the vehicle for which this Plan was purchased and that vehicle must meet the following requirements: 1) The gross vehicle weight (including trailer) must be 26,000 pounds or less; and 2) it must be used ONLY for commercial or business purposes.

CANCELLATION AND NON-RENEWAL
You may cancel your membership at any time simply by calling or writing to our Customer Service Center. We may cancel your membership benefits during a membership period for excessive use of the benefits or services we provide. We may cancel your membership during a membership period for any of the following reasons:
1. Failure to pay your membership dues;
2. Material misrepresentations or fraudulent submission of a request for reimbursement; or
3. Excessive use of the benefits and services we offer. If we decide to cancel or to not renew your membership, we will send you (at your address in our membership records) prior written notice indicating the reason for such action.

If we cancel your membership, we will provide you with at least 10 days notice. If we decide not to renew your membership, we will provide you with at least 60 days notice.

If your membership is canceled—whether by you or by us—a refund of prepaid membership dues calculated on a prorated basis from the date of cancellation will be paid.

GENERAL PROVISIONS

Service Providers: Emergency road and towing service is rendered by service providers who are independent contractors who are neither agents nor employees of the Motor Club. Because these independent contractors have exclusive control over their own equipment and personnel, the Motor Club is not responsible for their acts or omissions, or for the quality of any service they provide. For those same reasons, the Motor Club assumes no liability for property damage or bodily injury, if any, caused by any service provider. Any claim involving such damage or injury should be filed directly with the responsible service provider.

Vehicle Maintenance: Emergency road service is not intended as an alternative to proper vehicle maintenance. Please maintain all vehicles in good mechanical condition.

Dispatch: In certain areas and at certain times we may not be able to dispatch help. In those cases, we will give you an authorization number and direct you to call a local service provider for the assistance you need. You then pay the service provider directly for services rendered and submit to us a reimbursement request. Extreme weather conditions, or acts of God or nature, or heavy call volume, or equipment availability may affect our ability to provide service.

Multiple Memberships: If you purchased more than one membership for the same vehicle, please notify us immediately. Duplicate payments for a single incident are not permitted. Refunds of dues for duplicate memberships will only be given for the current year’s membership without claims.

Bank Charges: We are not responsible for any fees or charges imposed by any bank or credit/debit issuer relating to the use of your credit/debit card or personal check including but not limited to overdraft or credit limit fees.

Address/Email/Name/Vehicle/Credit Card Changes: In order to keep your membership active, provide coverage for the correct vehicle, and allow us to send you information that may affect your membership, you must notify us of any vehicle changes, name, street address, telephone number, email address, or credit or debit card changes (where applicable).

Benefits and Dues: Both are subject to change without notice. From time to time, additional benefits and services may be offered.

Telephone Monitoring: Individuals who telephone Allstate Motor Club, Inc. are deemed to consent to the monitoring and recording of incoming and follow-up calls.

Inconsistency: In the event there is any inconsistency between the language of this Membership Guide and information provided by an agent or a representative of Allstate Motor Club, Inc., or any independent contractor providing service, the language, terms, limits, and conditions of this Guide shall control.

HOW TO SUBMIT A REIMBURSEMENT REQUEST

FOR EMERGENCY ROAD SERVICE, TOWING AND LOCKOUT REIMBURSEMENT REQUESTS
Send us a written request within 90 days of service. The following must be included:
- The original, dated itemized receipt on commercial letterhead of the service provider (photocopies are not acceptable),
- The authorization number provided by our telephone representative,
- The member’s name, membership number, current street and email addresses, plus the member’s business and home telephone numbers,
- The year, make and model of the vehicle for which this Plan was purchased.

1 The following vehicles are NOT ELIGIBLE: Any vehicle with a gross vehicle weight (including trailer) over 26,000 pounds; any vehicle used primarily for the transportation of persons or a livery service vehicle (such as taxis, limousines, buses, etc.); any vehicle not licensed for use on public highways (such as farm equipment and farm vehicles); any private, personal use vehicles, and/or motorcycles.

2 Excessive use is determined by, among other considerations, the length of membership, number and dollar amounts of claims submitted, and by the type of membership. Excessive use is not a reason for mid-term cancellation for Alaska, Utah or Wisconsin residents.

3 Wisconsin state law requires residents to provide notice of loss as soon as possible and within one (1) year from the end of the 90-day notice period. In the event it was reasonably possible to provide proof of loss within this period, and you fail to do so, we may deny your claim.
HOW TO SUBMIT A REIMBURSEMENT REQUEST

Remember to retain copies of all such documents for your records. Simply mail the reimbursement request to the address indicated below. We reserve the right to deny any request that has been submitted more than 90 days after the date of service (subject to certain state restrictions); containing receipts and/or supporting documentation which cannot be verified; or containing photocopies of receipts or supporting documents; or that does not include an authorization number.

FOR VEHICLE THEFT AND HIT-AND-RUN REWARDS

Send us your reimbursement request within 90 days of the conviction. You must include the following:

1. A copy of all documents pertaining to the incident (e.g., transcripts of witness’ statements, investigation reports, etc.) including reference to the arresting officer’s name, badge number and address, as well as the current address of the witness and the relationship, if any, of the witness to you;
2. A copy of the police report which includes the name of the person who provided the information which led to the arrest and conviction and which also describes the nature of the incident; and
3. A copy of the final court transcript or conviction report showing the exact offense(s) of which the thief or hit-and-run driver was finally convicted, and containing a reference to the fact that the person claiming the reward provided information leading to that conviction.

FOR LEGAL DEFENSE

Send us your reimbursement request within 90 days of the trial. You must follow the procedures below:

For Residents of All States (except New York):

1. Pay your attorney directly and obtain a copy of the arrest citation along with an itemized bill—the latter on that attorney’s stationery—which indicates the offense for which you were charged and the fee(s) paid;
2. Be sure your attorney includes on the bill your name, current address, and membership number; and
3. Mail your request for reimbursement, including the original of that attorney’s bill and a copy of the arrest citation, to the Benefit Payment Center at the address listed on page 4.

For Residents of New York State (New York state law requires we pay your attorney directly, up to your benefit limits):

1. Present this Membership Guide to your attorney, along with your current Motor Club membership identification card;
2. Within 90 days of your trial, have your attorney mail (to the Benefit Payment Center at the address listed on page 4) an itemized bill on that attorney’s stationery which indicates the offense for which you were charged and the fee(s) due him or her, along with a copy of your arrest citation; and
3. Be sure your attorney includes on the bill your name, current address, and membership number.

HOW TO SUBMIT A PERSONALIZED TRIP PLAN REQUEST

There are three ways to order your personalized TRIP PLAN: write, email, or call Customer Service (see below). When you place your order, be sure to include the following information:

1. Your name and membership number;
2. Your current street and email addresses;
3. Your business and home telephone numbers;
4. Your departure date;
5. Your final destination;
6. The major cities you intend to visit in the order you plan to visit them;
7. Whether you prefer hotel/motel or campground information; and
8. Whether to mail or email your TRIP PLAN to you.

CONTACTS

FOR 24-HOUR TOLL-FREE EMERGENCY ROAD SERVICE
Call 800-487-3162

FOR CUSTOMER SERVICE
Call 800-214-5182
7 a.m. to 7 p.m. CST Monday–Friday
8 a.m. to 3:30 p.m. CST Saturday

TO PAY YOUR MEMBERSHIP DUES
Allstate Motor Club, Inc.
P.O. Box 4363
Carol Stream, IL 60197-4363

FOR REIMBURSEMENT REQUESTS, GENERAL INFORMATION OR TRIP PLAN REQUESTS
Allstate Motor Club, Inc.
Customer Service Center
P.O. Box 660021
Dallas, TX 75266-0021

Email address: allstatemotorclub@allstate.com
Web address: allstatemotorclub.com

Remember to include the member’s name, membership number, current street and email addresses, plus the member’s business and home telephone numbers any time you write to us.

Allstate Motor Club is represented throughout the United States by Allstate Insurance Company agents. To find an Allstate Agent near you, call 1-800-ALLSTATE® or log on to allstate.com or check your local telephone directory for listings.

In addition, in the following states you may write or call an Allstate Motor Club representative at these locations:

Nevada – The Corporation Trust Company of Nevada, 311 South Division Street, Carson City, NV 89703
775-888-4070

Oklahoma – Mel’s Towing Service, 25 NW 9th Street, Oklahoma City, OK 73102

Wyoming – CT Corporation System, 1720 Carey Avenue, Suite 200, Cheyenne, WY 82001
307-632-0541

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