

EMERGENCY ROADSIDE ASSISTANCE*

As a Member, Emergency Roadside Assistance is available 24 hours a day anywhere in the United States. Whether you have a flat tire, a dead battery, or lock your keys inside the vehicle, assistance is just a toll-free phone call away.

The Emergency Roadside Assistance benefit provides for one service call per disablement for service provided by a commercial road service provider, locksmith, or tow provider for the following services:

- **Towing**-Towing your disabled vehicle to the nearest qualified repair facility as determined by us.
- **Delivery of Fuel and Emergency Fluids**-Gasoline, diesel, oil, water, transmission fluid, power steering fluid, and brake fluid delivered to your disabled vehicle, as necessary to remedy the disablement (except where prohibited by law). The cost of any such fluids, as well as any related labor charges, including but not limited to any labor charge associated with a reprime on diesel units which run out of fuel, is not covered.
- **Flat Tire**-Changing of your vehicle's flat tire using the vehicle's mounted and inflated spare tire, or for towing of your vehicle to a repair facility. The cost of any replacement tire, alignment, mounting and balancing is not covered.
- **Jump-Start/Battery Boost**-A jump start for your vehicle's dead battery or a tow to a repair facility. The cost of any replacement battery and labor to install the battery is not covered.
- **RV Mobile Mechanic-Dispatch**¹-Dispatching of a mechanic to the site of your mechanically disabled vehicle². Labor charges and parts are not covered.
- **Lockout-Locksmith**-Delivery of locksmith services to your vehicle and assistance in the opening of your locked vehicle, and /or obtaining a replacement key. The actual cost of a replacement key is not covered.
- **Free the Stuck Vehicle/Winching**-Simple winch out or extraction services required in order to tow the disabled vehicle are covered to the allowable amount of the plan.

All Emergency Roadside Assistance services must be arranged by Rescue My RV. There is no reimbursement for service which you contract for yourself, unless a law enforcement agency takes control of the situation.

Mechanical Defects and Improper Maintenance-In case of mechanical disablement due to mechanical defects or mechanical disablement due to a) improper maintenance, including but not limited to, use of alternative fuels or improper fuel, improper servicing or draining of fuel separator, failure to maintain the battery during storage and prolonged periods of non-use, or b) fire, flood, and other natural disasters, explosions, riots, and acts of terrorism, Rescue My RV shall assist you in finding assistance for your vehicle, but all service provider fees and other costs related to towing or other roadside services shall be at your expense.

Accidents/Vandalism/Fire³-In case of a mechanical disablement due to an accident, vandalism, or a vehicle specific fire which are normally covered by motor vehicle insurance, you must pay the service provider, submit the bill to your insurance company and then, if the insurance company refuses payment of the charge, upon submission of the service provider invoice and a copy of the insurance letter specifying the reason for rejecting the claim, Rescue My RV will reimburse for covered roadside services up to a limit of \$500 per incident. All claims are processed in 30 days.

How to Use This Benefit

When your vehicle is disabled, Emergency Roadside Assistance is available 24 hours a day, 7 days a week. To obtain service, call the number listed on your membership letter. The number is available in the United States. Be prepared to provide the service representative you membership number, location of vehicle, (including mile marker, highway number) any landmark that may assist in locating your vehicle, and a brief description of the vehicle problem.

**The Emergency Roadside Assistance service is designed to assist members whose vehicle becomes disabled as a result of unavoidable circumstances, which are mechanical in nature. Service is available for emergency assistance on the roadside or in a campsite up to 100 fee off a maintained road or in a commercial campground equipped for camping vehicles only and does not include convenience or shuttle tows, towing from a servicing dealership or other repair facility. Only one service call per incident is covered, unless the vehicle needs to be towed to a safe location as determined by us. It does not cover recovery of a vehicle subjected to a natural disaster, a vehicle submerged in water, or a vehicle not on a maintained road. Rescue My RV can assume no liability for any damage to the member's vehicle (including personal items left in the vehicle) or property resulting from the rendering of services. Any claims must be filed against the independent service provider.*

¹Where available

²Cannot be driven to service

³Residents of UT are excluded from this provision

TERMS AND CONDITIONS

This guide is your contract with us, subject to the following:

1. The benefits and services offered by your membership are described in this guide. Please read this benefit guide to become familiar with the benefits and services. In the event there is any inconsistency between the language of this guide and the information provided by an employee, representative, independent contractor, sales brochure, or www.rescuemyrv.com, the language in this guide shall govern. To ensure that our representatives are providing quality service, members are deemed to consent to monitoring of inbound and outbound calls.
2. By accepting your membership card and paying membership costs, you agree to abide by all terms and provisions of this contract. You must carefully follow the instructions provided in order to access the services and discounts available to members. To be entitled to benefits, you must be a member in good standing and costs must be paid in full. All benefits outlined in this Benefit Guide are applicable to the member, spouse, and his/her dependents (children under the age of 25).
3. Whenever we refer to “you” and “your” throughout this Guide, we refer to the registered member, his/her spouse, and legal dependents. Whenever we refer to “we”, “us”, or “Rescue My RV” we refer to Rescue My RV Motor Club, LLC, a Kentucky limited liability company.
4. Emergency roadside assistance is provided on site by contracted service providers. The Roadside Assistance Plan is for the assistance of the member in the event of a breakdown and is for reimbursement of services.
5. Benefits are available in the United States. Services are limited to a reimbursement of up to \$1,000 per occurrence for towing and \$200 per occurrence of all other services offered by Rescue My RV, subject to prior approval by Rescue My RV in each instance. Dispatch services are not available in Mexico or Canada.
6. You may cancel your membership at any time upon notification to (the motor club or us). With the exception of any sponsored membership provided to you, residents in MS, MT, NV, OK, and WY, upon cancellation of your membership, will receive a pro-rated refund of any unused membership payment, without any deductions.

We may cancel your membership at any time on, but not limited to, the following grounds: material misrepresentation; or substantial breaches of your contractual duties, conditions or warranties. In states other than Utah and Wisconsin, excessive use* of club benefits or services may result in cancellation or non-renewal of your membership. We will not cancel your membership without prior written notice.

In Wisconsin, a notice of cancellation or nonrenewal shall state with reasonable precision the facts on which the decision to cancel is based.

If a notice of cancellation or non-renewal 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 working days after receipt of a written request by the member.

7. Your benefits will end on the date you are no longer a member according to Rescue My RVs records. Membership established by manufacturers registering of a new vehicle is limited to the terms of each manufacturer's registration. Such termination will not affect your right to reimbursement for any loss that took place or began before the date of termination. *Does not apply to membership contracts issued in Montana.*
8. Emergency roadside assistance 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.
9. Rescue My RV respects the privacy of your personal information. We do not sell or rent any nonpublic personal information that you have provided to us. Rescue My RV limits disclosure of your information to those disclosures that are permitted or required by law.
10. The authorized service providers who are contracted to provide members with emergency roadside assistance service are independent contractors and not agents or employees of Rescue My RV. Rescue My RV can assume no liability for any damage to the member's vehicle (including personal items left in the vehicle) or property resulting from the rendering of services. Any claims must be filed against the service facility.
11. Your membership is effective on the date your vehicle manufacturer registers your RV with Rescue My RV.
12. You will not be required to pay any sum in addition to the amount specified in the contract for any services specified in the plan.

*Excessive use is determined based upon such considerations as your length of membership, nature, frequency and volume of claims.

ADDITIONAL LEGAL DISCLOSURES

Arbitration

All disputes, claims and controversies between current or former Members and Rescue My RV shall be settled totally and finally by arbitration in Lexington, Kentucky, or such other location as Rescue My RV prescribes, and administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules.

There shall be one arbitrator who shall be an attorney who shall have expertise in business law transactions, and preferably an attorney knowledgeable in the direct selling industry. Rescue My RV shall select the arbitrator at its sole discretion from the panel which the American Arbitration Association provides. Each party to the arbitration shall be responsible for its own costs and expenses of arbitration, including legal and filing fees. If a Member files a claim or counterclaim against Rescue My RV, a Member shall do so on an individual basis and not with any other Member or as part of a class action. The arbitrator shall have the right in his or her

discretion to authorize the obtaining of discovery, including the taking of depositions of witnesses within sixty (60) days after the selection of the arbitrator and the arbitrator shall render his or her decision in writing within thirty (30) days after the completion of such presentations. The decision of the arbitrator shall be final and binding on the parties and may, if need be, be reduced to a judgement in any court of competent jurisdiction.* At the request of any party, the arbitrator shall make and provide to the parties written findings of fact and conclusions of law. This agreement to arbitrate shall survive any termination or expiration of the Membership.

Nothing in this provision shall prevent Rescue My RV from terminating a Membership or from applying to and obtaining from any court having jurisdiction injunctive or emergency relief prior to the filing of or during or following any arbitration proceeding or pending the handing down of a decision or award in connection with any arbitration or other proceeding. The adoption and/or modification of this arbitration provision shall not apply retroactively to any dispute which arose or which Rescue My RV had notice of before the date of the adoption or modification.

**Residents of NV, MD, MS and WY are excluded from this provision. In AR, arbitration procedures shall be voluntary and non-binding.*

Wisconsin Residents Only

Under Wisconsin law, your Membership contract is considered an insurance policy.

Further, after the first 60 days and prior to the expiration of the agreed term (or one year from the effective date of Membership, whichever occurs first) your Membership may no be cancelled by Rescue My RV except: 1) the event of material misrepresentation by you; 2) in the event of a substantial change in the risk assumed reasonably unforeseen by Rescue My RV; or 3) for a breach of contractual duties, conditions, or warranties by you. No cancellation will become effective until at least 10 days after the first-class mailing or delivery of a written notice to you.

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 Rescue My RV, unless at least 60 days prior to the date of expiration of Membership, you are provided with a notice of Rescue My RV's 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 the decision to cancel or nonrenew 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.

Wisconsin residents 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 of Madison or 1-608-266-0103 in Madison, and request a complaint form.

Montana Residents Only

Pursuant to MCA 61-12-301(12) and MCA 61-12-309, this benefit guide constitutes a "service contract" and upon purchase of membership, the member agrees and acknowledges the following: (1) this "service contract" is deemed to have been signed by the member and motor club; and (2) the member and motor club have each received a copy of this fully executed "service contract".