



ROADSIDE ASSISTANCE REIMBURSEMENT REQUEST

CLUB REIMBURSEMENT POLICY : Request for reimbursement in accordance with Membership level (Basic, Plus, or Premier) may be submitted for emergency service provided by non-AAA facilities when AAA service is not available. Reimbursement request will be considered for amounts up to the amount it would have cost AAA to provided service under similar circumstances. **To be eligible for reimbursement members must be in good standing and have attempted to secure service from AAA first**, unless AAA is legally prohibited from providing service on the roadway.

For reimbursement consideration, please submit the original receipt within 30 days of the date of service. Please allow 3 weeks for processing. For questions please call 1-844-765-6428

Membership Number: 620-240-		Was a Member in the vehicle at the time of the breakdown? Yes No	
Member's Name:		Contact Phone #:	
		Email:	
Mailing Address:			
Vehicle Driver:		Vehicle Type: Passenger Van Truck RV MC	
Service Date: Time: a.m. p.m.		Year/Make/Model:	
Type of Service: Flat Tire Battery Fuel Tow Lockout Winch Accident Other			
Was AAA Called? Yes No		If yes, what phone number was used:	
If no, why was AAA service not used:			
Breakdown Location (Street, city, and state):		Location Vehicle was Towed to (Street, City, State):	
Name of Service Facility Providing Service:		Towing Mileage:	
		Total charges: \$	
Name of insurance carrier:			
Breakdown Reason:			
Were the Police involved? Yes No			

REIMBURSEMENT WILL BE BASED ON THE PREVAILING COMMERCIAL RATES FOR THE REGION WHERE THE VEHICLE WAS DISABLED AND THE LEVEL OF YOUR MEMBERSHIP COVERAGE. SEE AAA.COM FOR MEMBERSHIP COVERAGE.

Signature: _____ Date: _____

Mail completed form along with the original receipt to:

**AAA Northeast, Attn: Reimbursements
110 Royal Little Drive, Providence, RI 02904**



Member Reimbursements FAQ

Are accidents covered?

*No, Members should contact their insurance company for coverage. **AAA memberships are not an automobile liability insurance contract. This is also not a contract for towing insurance. We provide emergency roadside assistance. We do not provide accident recovery, clean-up, or assistance.***

Can I submit a copy of my receipt?

Yes, if the receipt is legible. The receipt should be in a member's name. If we are unable to read the receipt or have questions, we may request the original receipt

Can I submit a credit card or email receipt?

No, an itemized receipt on the garage letterhead is required for reimbursement consideration. If you only received a credit card or emailed receipt, please contact the provider for an itemized receipt.

How much will I be reimbursed?

There are many factors involved when reviewing a reimbursement request such as membership status, membership type, and the charges incurred. Unfortunately, we are unable to provide this information without reviewing the itemized receipt and membership coverage.



What does an acceptable receipt look like?

Please see the following examples of both an acceptable and unacceptable receipt

Receipt

ACCEPTABLE

N/A
retail customer
N/A

Call #	18870	Authorized by	retail customer
Tow Reason	Inoperable Vehicle		
Starting Odometer	148479		N/A,
Driver			N/A N/A
Truck	R37 Light Duty Wheeler AE64873	Tow From	Hendrie Hall, 165 Elm St, New Haven, CT 06511
Date/Time Requested	9/28/2021 @ 2:54 PM	Tow To	Val's Auto Service, 476 Colony St #2217, Meriden, CT 06451
Date/Time Dispatched	9/29/2021 @ 7:56 AM		
Date/Time Enroute:	9/29/2021 @ 10:25 AM		
Date/Time Arrival:	9/29/2021 @ 7:57 AM		
Date/Time Departure	9/29/2021 @ 10:05 AM		
Date/Time Completed	9/29/2021 @ 10:25 AM		

Contact

Notes
water pump issue
GO TO VALS TO PICK UP THE KEYS FIRST

Year	Make	Model	Color	VIN	Plate	Odometer
-	Pontiac	Vibe	Gray	-	-	-

Charge Description	Quantity	Price	Line Total
Loaded/Hooked Mileage	22	\$5.50	\$121.00
Tow/Hook Fee	1	\$125.00	\$125.00
		Subtotal	\$246.00
		Taxes	\$15.62
		Grand Total	\$261.62
		Amount Due:	\$0.00

Item 1 \$261.62

Subtotal \$261.62

Total Taxes \$0.00

Order total \$261.62

Total paid \$ 261 62

September 29, 2021 9:56 am

How much will I be reimbursed?

There are many factors involved when reviewing a reimbursement request such as membership status, membership type, and the charges incurred. Unfortunately, we are unable to provide this information without reviewing the itemized receipt and membership coverage.

How long will it take to process my reimbursement?

Please allow up to three weeks for processing.