

**Touring Department
Coach-Net Motor Club, Inc.**

✓ Check here if new address
Return Service Requested

First Class
Postage
Required

Coach-Net Motor Club, Inc.
900 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403

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900 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403
www.coach-net.com
877-801-0333

CN-HB/05-06

Coach-Net

EMERGENCY ROADSIDE ASSISTANCE

Member Benefit Guide

Member benefits provided and administered by
Coach-Net Motor Club, Inc.

NOTICE TO WISCONSIN RESIDENTS

Under Wisconsin law, if you purchased your membership from Coach-Net, this Benefit Guide is considered an insurance policy.

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 not be cancelled by the motor club except: 1) for failure to pay the membership fee; 2) in the event of material misrepresentation by you; 3) in the event of a substantial misrepresentation by you; 4) in the event of a substantial change in the risk assumed reasonably unforeseen by the motor club; or 5) 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.

You have the right, subject to cancellation provisions above, to have your membership renewed on terms no less favorable than those offered to other similar members by the motor club, unless at least 60 days prior to date of expiration of membership, you are provided with a notice of the motor club's intention not to renew the membership beyond the agreed expiration date.

PROBLEMS WITH INSURANCE?

If you have problems with your insurance company or agent, do not hesitate to contact the insurance company or agent to resolve your problem. You can also contact the Office of the Commissioner of Insurance, a state agency which 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 call 608-266-0103
and request a complaint form.

WELCOME TO THE EMERGENCY ROAD SERVICE AND TRAVEL PLAN!

We are pleased to welcome you to this Emergency Road Service Association and its many fine benefits.

At your first opportunity, please take time to review your member guide and familiarize yourself with everything your Road Service Membership has to offer. In so doing, I know you will agree that your membership is a valuable asset, one that you'll never want to be without.

It is my privilege to add you to our growing group of members, and to offer you full access to our services. Your membership provides you with a great number of important benefits and services unique to recreation vehicle users, and we look forward to providing you with exceptional service.

Should you have any questions or comments, please call any time. We'll be happy to answer any questions you may have.

All of our association staff, our technicians, and Customer Service Representatives are dedicated to seeing that your travel is a worry-free experience.

Thank you for joining us!

Sincerely,



Sheila Trees
Coach-Net[®]
Vice President of Sales
05/06

This is not an automobile or recreational vehicle liability or physical damage insurance contract.

This is a motor club service contract and does not comply with any financial responsibility law.

Benefits and services provided by Coach-Net Motor Club, Inc., except in California where benefits and services are provided by Safe Driver Motor Club Inc.

COACH-NET TRAVEL INFORMATION CARD

ARE YOU TRAVELING BY CAR OR RV?:____
CLASS A OR C____

For your use when planning a trip!

Please allow two weeks to ensure delivery on time.

DESIRED ROUTING:
(Routing includes (Check one)
info and maps)

TO DESTINATION
Scenic
Direct

FROM DESTINATION
Scenic
Direct

ROAD ATLAS ONLY:
NO ROUTING DESIRED
INFO AND MAPS ONLY:

Number of children ages 5-12 traveling with you:_____

Additional information requested: Camping Motels

Mail Routing to: YOUR NAME _____ (Please Print) Membership Number _____

Mailing Address _____

City _____ State _____ Zip Code _____

Departure Date required: _____ (if not sure, give approximate date) Daytime Phone Number _____
(Month/Day/Year) Area Code

Route me from: _____ to: _____
(City and State of Origination) (City and State)

Via these cities/states in route: _____
(List in the order you wish to visit these cities/states)

Return trip via these cities/states: _____
(List in the order you wish to visit these cities/states)

Coach-Net, whichever is applicable. You will not be required to pay Coach-Net any sum in addition to the amount specified in the contract.

10. Your benefits will end on the date you are no longer a member according to Coach-Net's records. Membership established by manufacturers registering of a new vehicle is limited to one year from the date of registration. Such termination will not affect your right to payment for any loss that took place or began before the date of termination.
11. Coach-Net respects the privacy of your personal information. We do not sell or rent any nonpublic personal information that you have provided to us. Both Coach-Net and the insurance companies with whom we contract in order to provide you with services and products, limit their disclosures of your information to those disclosures that are permitted or required by law. In addition, both Coach-Net and our insurers maintain physical, electronic and procedural safeguards to protect the confidentiality and security of your nonpublic personal information. Please contact us at 1-877-801-0333 to receive a complete copy of our privacy policy and the privacy policies of the insurance companies with whom we do business.
12. The authorized service providers who are contracted to provide Coach-Net members with emergency road service and RV service facilities who may perform repairs are independent contractors and not agents or employees of Coach-Net. Coach-Net can assume no liability for any damage to the member's vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for personal injury or damage to the property of a member must be filed against the service facility.

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LIST OF OFFICES

Main

900 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403

Wyoming

c/o CT Corporation Systems, Inc.
1720 Carey Ave., Suite 200
Cheyenne, WY 82001

Nevada

510 West 4th Street
Carson City, NV 89703

Wisconsin

1022 E. Second St.
Ashland, WI 54806

California

333 City Blvd West
Floor 17
Orange, CA 92868

EMERGENCY ROADSIDE ASSISTANCE

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

The telephone number to call for all your service needs is located on your Emergency Roadside Assistance card. Whenever you need assistance for your vehicle or emergency service assistance, simply call Coach-Net.

Coach-Net representatives are on call every hour of every day, 365 days a year. We are happy to answer any questions you may have about:

1. RV Technical Assistance
2. RV Service appointment assistance.

3. Qualified RV service center assistance.
4. Obtaining any other benefits or information shown in this guide.
5. Enrolling another member, friend or relative.

The Emergency Roadside Assistance benefit provides for one service call per disablement for a service provided by a commercial garage, locksmith or wrecker service to provide the following services:

- **Towing**
Towing your disabled vehicle to the nearest qualified repair facility as determined by Coach-Net.
- **Delivery of Fuel and Emergency Fluids**
Gasoline, 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.
- **Mobile Mechanic¹**
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.

¹ Where not prohibited by warranty.

² Cannot be driven to service.

Service Plan is for the assistance of the member in the event of a breakdown and is not for reimbursement of services except as set forth below for Mexico.

5. With the exception of any free membership provided to you by your vehicle manufacturer, you may cancel your membership upon 10-days written notice by either you or us and a prorated refund issued on the unused portion of your membership without deductions if you purchased your membership from Coach-Net. If you cancel, you must return this guide and all other unused material furnished to you by us.
6. Benefits are available in the United States, Canada and Mexico. Services in Mexico are limited to \$1,000 per occurrence, subject to prior approval by Coach-Net in each instance and are provided on a reimbursement basis only. Letter and paid receipt required.
7. The terms of this Benefit Guide, which are in conflict with the statutes of your state of residence, are amended to conform to the statutes of that state.
8. Emergency road service 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. *Excessive use is determined based upon such considerations as your length of membership, nature, frequency, volume and dollar amount of claims.
9. By accepting your membership card, you agree to abide by all terms and provisions set forth in this Benefit Guide. Your membership is effective on the date your vehicle manufacturer registers your RV with Coach-Net or when your check or monies are received by the corporate headquarters of

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 languages of this guide and the information provided by an employee, representative, independent contractor or sales brochure 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. All benefits are applicable to the member, spouse and his/her dependents (children under the age of 24) for one RV and all family vehicles, except if you received your coverage from your vehicle manufacturer, in which case your coverage is limited to one RV and one family automobile or truck and any additional automobiles that you register directly with Coach-Net. Any membership plan that is provided to the vehicle owner free of charge by a manufacturer is not intended to substitute for coverage that may or may not be available by the vehicle's chassis manufacturer. Benefits are not applicable to commercial vehicles, or vehicles over 40 years old. As a courtesy tow dollies and boat trailers are covered for a tire change to a good mounted and inflated spare.
3. Whenever we refer to "you" and "your" throughout this Guide, we refer to the registered member and his/her spouse; whenever we refer to "we," "us," or Coach-Net, we refer to Coach-Net, an Arizona corporation.
4. Emergency road service is provided on site by contracted service providers. The Road

We will also assist you in obtaining roadside service and repairs under recreational vehicle chassis manufacturer's warranty programs.

We pay to send service to you when you call our toll-free number. **There is no reimbursement for service which you contract for yourself, unless the Dispatch Service is unavailable, or if a law enforcement agency takes control of the situation.**

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 roadside assistance 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 Coach-Net. 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. Simple winch out or extraction services required in order to tow the disabled vehicle are covered up to 100 feet off of a maintained road or in a commercial campground equipped for camping vehicles. For each time winching or extraction services are required in order to tow the disabled vehicle, you will be entitled to the maximum of the following winching or extraction services or labor:

- i) Two hours of one winching truck and one driver.
- ii) One hour of two winching trucks (each with one driver only).

All remaining costs for labor, parts and any additional winching shall be the responsibility of the member.

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, Coach-Net 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/Fire:

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 company letter specifying the reason for rejecting the claim, Coach-Net will reimburse for covered roadside services up to a limit of \$500 per incident. All claims are processed in 30 days.

To Obtain Service:

1. Call the toll-free number on your member card. The number is available in the United States and Canada.
2. Please be prepared to give the Service Representative your:
 - Membership number
 - Location of the vehicle (including mile marker, highway number), any landmark that might assist in locating your vehicle.
 - A brief description of the vehicle problem
3. When the service provider arrives, you will need to show him your member card and he will ask you to sign for the services rendered.

RV TECHNICAL ASSISTANCE HOTLINE

Coach-Net's RV Technical Hotline provides you with the peace of mind that comes with having a team of RVDA certified and master certified RV Technicians available to you 24/7.

We understand that whether you are new to the RV lifestyle or a seasoned veteran, having a service such as this can be priceless. Our qualified staff can guide you through many common operational issues you might experience with your RV and help

Simply send a letter and a check or money order requesting the amount and denomination you would like. Make checks payable to Coach-Net and send to 900 N. Lake Havasu Ave., Lake Havasu City, AZ 86403. There is no service charge. Maximum order is \$2,000 per membership, per month. A minimum of \$300 per order is required. Your Fee-Free Travelers Cheques will be delivered to your home via certified mail. 20 business days are required for processing.

\$1,000 AUTO THEFT REWARD **\$1,000 HIT & RUN REWARD**

A \$1,000 reward will be paid for information provided to the law enforcement agency that leads to the arrest and conviction of anyone who steals a covered vehicle belonging to a member in good standing, or runs into the covered vehicle and leaves the scene of the accident.

The \$1,000 reward will be paid, provided the following conditions are met.

1. The information provided must lead to the arrest and conviction of the person(s) stealing the vehicle of a member in good standing with the Club or fleeing the scene of an accident involving said vehicle.
2. No reward will be paid to any law enforcement officer or a member of a member's family.
3. Claims for reward must be filed in writing with the substantive documentation, report of the investigating officer and the final judgment of the court within 60 days of conviction of the suspect(s) to:

900 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403
4. All claims are processed within 30 days of receipt of all required information.

3. This information will be recorded and left in our message system. Should anyone try to contact you, we will dispatch a messenger to your site to notify you immediately.
4. There is no additional cost to the member for this service.

NOTE: At the time you call in to give us your new location, we will advise you of any emergency messages taken while you were enroute. This is the only message service we are aware of for RV members that assures you of obtaining an important message anywhere you might be, however remote the location.

NATIONWIDE TRIP ROUTING

When you know in advance you'll be traveling either for business or pleasure, fill out a Trip Routing Form and mail it to us.

Please allow at least two weeks for a reply.

Maps will be marked according to your instructions (most scenic or most direct route). Also included will be things to keep the children busy and a list of travel information sources. You'll also receive a travel checklist, travel discount information and free city and state maps.

If you are out of Trip Routing Forms, you may send your written request to:

Coach-Net
 ATTN: Trip Planning Service
 900 N. Lake Havasu Ave.
 Lake Havasu City, AZ 86403

Be sure to include your name and address, where you wish to go and whether you prefer the most scenic or most direct route.

FEE-FREE TRAVELERS CHEQUES

As a member, you are entitled to purchase Fee-Free Travelers Cheques directly from headquarters without leaving the comfort of your home.

with basic troubleshooting. Issues such as problems with retracting a slide room, raising or lowering the leveling jacks, power problems, various appliances and much more.

Let our professional RV Technicians assist you with diagnosing a problem and locate a service facility if necessary. This service along with our deep knowledge of RV warranty programs can save you time and money. When you call for service* please have your membership number ready as well as the year, make and model of your RV and chassis if applicable. Also be ready to provide a brief description on the problem and location of your RV.

Any technical advice or direction provided by Coach-Net and its providers are provided without warranty. Owner performs any maintenance or modification at their own risk.

RV SERVICE APPOINTMENT ASSISTANCE

Your Coach-Net Staff has pre-qualified thousands of recreation vehicle service agencies nationwide to provide you with an unprecedented level of premium service assistance.

Always call your Service Representative first should your vehicle require any type of service attention while on the road.

*This is a locator service, Coach-Net makes no warranty on the services performed. Please be ready to provide the following:

1. Your Member Card Number
2. The nature of the problem including a summary of the symptoms
3. The make and model of the vehicle
4. If the vehicle is under the manufacturer's warranty or an extended service contract
5. The city and state you are in
6. The direction your trip is taking you

Your Service Representative will obtain the first available appointment at the closest, qualified

*service does not cover major repairs, that could void a warranty or RVs with prototype or customized parts

agency and provide directions, appointment time and your contact at the agency. Should you desire an appointment at a future location you plan to visit, make this known to your service representative when you call and one will be arranged for you.

EMERGENCY TRIP INTERRUPTION

If your RV is disabled due to a collision more than 100 miles from your home, you will be reimbursed for up to a total of \$2000 for the rental of an automobile, food and lodging made necessary by the conditions of the emergency.

Qualifying Conditions:

1. A collision means the colliding of an RV driven by the member or covered dependent with another vehicle or object which does significant visible damage to the RV and renders it unable to continue under its own power.
2. An object is defined as a fixed structure such as a tree or the like. It does not include normal road hazards such as potholes, debris or campground logs.
3. The rental of a car, or use of air transportation and food and lodging must begin within 24 hours of the collision and are subject to the individual maximum amounts set forth below.
4. The rental of a car must be from a licensed car rental agency.
5. Food and lodging must be obtained from a commercial source.
6. This benefit is not applicable if your RV is disabled due to mechanical failure or breakdown unless caused by a collision.

Schedule of Payments:

<u>Benefit Payment</u>	<u>Maximum</u>
Auto Rental	\$300
Air Transportation	\$1000
Hotel/Motel/Campground Fees	\$400
Meals	\$300

You must report the collision to the appropriate local authorities, obtain a copy of the accident report, and receipts for alternate transportation, food and lodging.

Before Submitting any Claim:

1. Contact any commercial servicing agency.
2. Pay the cost of services rendered and obtain an itemized, dated receipt or invoice.
3. Send law enforcement accident report and receipts to:

Coach-Net
ATTN: Claims
900 N. Lake Havasu Ave.
Lake Havasu City, AZ 86403

You will receive reimbursement in the mail after normal processing time. All claims must be submitted within 60 days after the service is rendered for towing, road service or emergency trip interruption. All invoices must be from a commercial source. All claims are processed in 30 days.

EMERGENCY MESSENGER SERVICE

Your Emergency Messenger Service is the only message service in the country that keeps you in touch with family or friends in the event of an emergency without you having access to a telephone.

How to use the service:

1. Please give your family and friends your Road Service telephone number and your member number. These can be found on your member card. Instruct them they can reach you 24 hours a day at that number in the event of an emergency. You will call them back within an hour of the time they call.
2. Call the road service number on your member card every time you change RV park locations while traveling. Be prepared to give the representative your