MEMBER GUIDE

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New Mexico

TABLE OF CONTENTS

Membership Information 1

Roadside Assistance 2

Travel. 5

Automotive 6

Member Services 7

Insurance 8

Toll-Free Numbers. 11

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MEMBERSHIP INFORMATION

This Member Guide describes your AAA New Mexico member benefits. All members are entitled to receive Classic benefits. Members who have paid the AAA Plus® or AAA Premier® dues are entitled to receive the AAA Plus or AAA Premier benefits, as applicable. AAA Plus and AAA Premier Roadside Assistance benefits become effective as soon as you receive your official AAA New Mexico membership card in the mail which clearly identifies you as a AAA Plus or AAA Premier member, or seven (7) days after receipt of full dues payment, whichever is earlier.

AAA Premier benefits that are available immediately after purchase include the following: Personal Notary, CARFAX Vehicle History Report, Air and Rail processing fee waiver, Automotive Consultation, Car Buying Consultation, Vehicle Pricing Report benefit, and Vehicle Inspection Program rebate.

AAA New Mexico Membership
All applications and renewals are subject to approval and acceptance by AAA New Mexico. If at any time during the year you decide that AAA is not for you, we will give you a pro rated refund of your membership dues, exclusive of the new member admission fee. **Membership eligibility, dues, fees, services and benefits are subject to change without notice.** Returned checks and returned electronic payments may be re-presented electronically for payment. Each returned check and returned electronic payment is subject to a returned payment fee. For returned electronic payments, this fee may be debited electronically.

AAA Primary and Associate Memberships
The first membership in your household is the Primary Membership. An Adult Associate must be at least 21 years old and reside in your household. There is a limit of one Adult Associate per household. Dependent Associates must be under 21 years old and live in your household or be full-time students away at school. Birth dates must be provided for Dependent Associates; there is no minimum age limit. Adult and Dependent Associates enjoy the same membership benefits as Primary Members. Primary Members are responsible for the conduct and the service demands of their Associates and any costs to AAA New Mexico incurred as a result of misuse of AAA New Mexico benefits by their Associates under the membership. An individual may be a member on only one membership at a time.

Membership Renewal
AAA New Mexico membership is valid for one year (excluding special offers and promotions). The day, month and, in most cases, year that your membership expires appears on your membership card.

Membership may be renewed annually upon payment of applicable annual membership dues. Prior to the expiration of your membership, you will receive one or more renewal notices. These notices will state the names of the current Primary and Associate Members, the current services, and the total membership dues required for renewal. You may add or change Associate Members and services if desired. Your renewal payment is due as of your membership expiration date. We accept renewal payments up to 90 days after your membership expiration date. If you renew your membership prior to your membership expiration date or within 90 days thereafter, your original membership number, membership join date and membership expiration date will remain unchanged and your renewed membership term will expire one year from your membership expiration date, even if such new expiration date is less than one year from the date you paid for your renewal. AAA New Mexico will continue to provide most membership benefits and services to you after your membership expiration date for a limited period of time; however, if you do not renew, you will be billed a service charge for certain services used during such period.

If you prefer not to renew, you may purchase a new membership at any time subject to all applicable new membership policies. New memberships are issued with new membership numbers, no prior "membership years," and may require payment of certain non-refundable fees, such as a new member admission fee. New memberships expire one year (excluding special offers and promotions) from the membership join date.

Membership Cancellation Policy
AAA New Mexico may cancel any Primary or Associate Membership if the conduct of the Member or Associate member is determined to be harmful to the welfare, standing, or best interest of AAA New Mexico its employees, or its members. Membership may also be canceled if the service demands of the Primary Member or Associates are determined to be excessive . Primary Members are responsible for the conduct and the service demands of their Associates.

AAA Auto Pay
By signing up for the AAA Auto Pay program, your membership will be on an automatic renewal basis and will automatically renew each year unless you contact us to cancel. Each year before your membership expires, we'll send a statement of your current services and renewal dues amount. Unless you contact us to make changes to or cancel AAA Auto Pay, we will automatically renew your Membership and debit the dues shown on your statement to your payment account on file: in the case of a Credit/Debit Card account, within approximately 10 to 15 days of the renewal date shown on your statement, and in the case of a checking account, on approximately the business day prior to the renewal date shown on your statement. You may cancel Automatic Renewal at any time online and by contacting us at 877.222.1020.

If your credit/debit card issuing financial institution participates in the Card Account Updater program, unless you opt out of the service with your card issuer, we may receive updated credit/debit card account number and/or expiration date for the card information you have previously provided us. We will update our files and use the new information when we bill you for your annual membership dues. We won't receive updated information if your account has been closed.

Collecting Your Contact Information
As a membership organization, it's vital for AAA New Mexico to have our members' current contact information (e.g., address, phone and email) in order to provide member benefits and to inform members of the various products and services offered by AAA New Mexico. We will ask for your contact information when you first become a member. Thereafter, when you contact us, we will ask for your contact information to authenticate your identity and to ensure that we have your most current contact information.

Non-Solicitation Request
If you do not want offers from us or our affiliates, please contact your local AAA New Mexico branch or write to AAA New Mexico, Attention: List Manager, 3333 Fairview Road, A107, Costa Mesa, CA 92626 and request a Non-Solicitation Form. Your request will take effect within 60 days. During this time, you may receive mailings that were already in progress. However, you will continue to receive New Mexico Journey magazine, other communications directly related to your membership, and promotional offers with your bills and renewal notices.

Roadside Assistance
Calls placed to our 24-hour call centers may be recorded to increase our ability to monitor the quality of service and assist in addressing member concerns. **Please contact us and cancel your service request immediately if you no longer need assistance.**

When requesting service, be prepared to provide:
- Your name and AAA membership number
- Telephone number from which you are calling or can be contacted
- The exact location of your vehicle and nearest cross streets
- Make, model, year, color and license plate number of the vehicle
- Nature of the trouble

If a member is injured in an automobile collision, the independent service provider, when requested, will take possession of the vehicle and hold it until receiving instructions from the member. Any storage fees will be the responsibility of the member.

A SAFETY MESSAGE
If you are concerned for your safety or for the safety of others, tell the AAA New Mexico service representative or the independent service provider. Procedures have been established to assist members in certain situations.

When requesting Roadside Assistance, it is very important to give an accurate location for you and your vehicle. If you are unsure of the vehicle's location, or you prefer not to remain with your vehicle, advise the service representative, who will work with you to establish a mutually agreeable location for the service driver to meet you. Accept service only from independent service providers that display the AAA or AAA New Mexico emblem.

YOUR AAA MEMBERSHIP CARD IS YOUR KEY TO SERVICE
To receive Roadside Assistance, you must present your AAA membership card or dues receipt to the independent service provider when the service vehicle arrives. A driver's license or other form of matching photo identification will be required.

Service is available only to the person named on the membership card, who is the driver of or a passenger in the vehicle at the time of the covered vehicle disablement. AAA memberships are not transferable, and membership service is not provided to non-members. Other members of your household who want Roadside Assistance must have their own membership cards, in their own names, to obtain service.

Unless a valid AAA membership card and identification are presented at the time of service, you will be expected to pay for the service provided at commercial rates.

ALLOWABLE ROADSIDE ASSISTANCE SERVICE CALLS
Each AAA New Mexico cardholder is entitled to four (4) Roadside Assistance service calls or reimbursements per membership year at no charge, subject to the service limitations and conditions in this guide. There will be a service charge for each additional service call after the fourth service call or reimbursement. AAA New Mexico may require immediate payment of a service charge by credit or debit card for "Classic" benefit level service before providing Roadside Assistance on the fifth or subsequent service request in a membership year. Additional charges for Roadside Assistance services beyond the "Classic" benefit level, such as towing beyond 3 miles, the cost of emergency fuel, excess vehicle locksmith services, and services such as towing, extrication/winching and tire change service for RVs and motorcycles, will be payable by the member directly to the independent service provider at the time of service at such service provider's applicable rates. If the member is unable to provide a valid credit or debit card to AAA New Mexico at the time of service request or the charge is not approved by the credit or debit card company, AAA New Mexico may send service on a "Cash on Delivery" (COD) basis, meaning all charges payable by the member will be paid directly to the independent service provider at the time of service at such service provider's applicable rates. If a cardholder has an unpaid service charge balance and contacts AAA New Mexico for Roadside Assistance service, AAA New Mexico may require immediate payment of both the unpaid balance and the service charge for the current service call before providing service. The nonpayment of a service charge may result in cancellation of membership.

Roadside Assistance is not intended as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA New Mexico cannot render service repeatedly to a vehicle in need of repair.

TYPES OF SERVICE

- MINOR MECHANICAL FIRST AID
  When it is safe, minor repairs may be attempted at the scene to place the vehicle in a drivable condition. These repairs cannot be guaranteed, and members should immediately proceed to a repair facility to consult a mechanic. AAA New Mexico cannot guarantee the availability of repairs. The AAA New Mexico service representative or the independent service provider can assist you in locating a local AAA Approved Auto Repair facility, upon request.

- FLAT TIRE SERVICE
  If the vehicle's spare tire is inflated and serviceable, it will be installed to replace a flat tire, if possible. When a serviceable spare tire is not available or cannot be installed, towing will be provided under the towing benefit.

- BATTERY JUMP START
  If your vehicle's battery is dead, the independent service driver will jump-start your vehicle if possible. If it cannot be started, towing will be provided under the towing benefit.

- AAA BATTERY SERVICE
  AAA Battery Service is a mobile battery testing and replacement service. In areas where the service is available, a AAA Battery Service technician will test and assess the vehicle's battery and electrical system. If the existing battery fails the test and the member would like to have the battery replaced, the member can purchase a AAA battery. The technician will install a new battery, if available, that meets or exceeds the vehicle's original specifications. If the member purchases a battery, the service call will not count as one of the member's four entitled service calls per membership year. All batteries come with a 6 year limited warranty with a 3 year free replacement period valid in the U.S. and Canada. **AAA Battery Service is generally provided by independent service providers and is only available in select areas, during select hours.** Batteries and battery warranties are provided by independent suppliers. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply.

- EMERGENCY FUEL DELIVERY
  If your vehicle runs out of fuel, a limited supply, usually 1 or 2 gallons, will be delivered, if available, in an emergency situation to enable you to reach the nearest service station. Classic members will be charged for the fuel. AAA Plus and AAA Premier members will receive 1 or 2 gallons of fuel at no cost to reach the nearest service station. Diesel fuel must be requested when you request service and may not always be available. In some cases, your vehicle may have to be towed if it runs out of fuel.

- EXTRICATION AND WINCHING SERVICE
  If your vehicle becomes stuck, one normally equipped service vehicle and one driver will be provided to extricate or winch your vehicle when it can be safely reached from a normally traveled road or established thoroughfare. Extrication of vehicles parked on streets, driveways, parking lots, or alleys that are snowbound or flooded is not covered under AAA membership. Service does not include shoveling snow from around a vehicle or clearing a road or driveway. If special equipment, more than one service vehicle or more than one person is required, the associated costs may be at your expense. AAA Plus and AAA Premier members who require extrication or winching for an eligible vehicle, RV or motorcycle will be provided up to two drivers and two service vehicles, if needed, at no additional charge.

- VEHICLE LOCKOUT AND LOCKSMITH SERVICE
  When the keys are locked inside the vehicle passenger compartment, the independent service provider will attempt to gain entry. If this attempt is not successful and the services of a vehicle locksmith are required to gain entry, the expenses are fully covered or reimbursable. (See Reimbursement.)

  When the services of a vehicle locksmith are required for lost or broken keys, keys locked in the trunk, or other automotive emergencies, vehicle locksmith service up to $60 in parts and labor will be provided for Classic members. AAA Plus members receive up to $100 for parts and labor for the services of a vehicle locksmith, and AAA Premier members receive up to $150 for similar locksmith services. If a vehicle locksmith is not available or cannot place the vehicle in an operable condition, towing will be provided under the towing benefit.

- TOWING SERVICE
  When a vehicle cannot be started or safely driven, due to a sudden breakdown, accident or other covered vehicle disablement, the independent service provider can tow the vehicle back to its facility, no matter how far away, at no charge to the member. A covered vehicle disablement is a sudden mechanical or electrical failure of a motor vehicle that places the vehicle in an unsafe or undrivable condition. Not all independent service providers perform repairs at their facilities. If you choose to have the vehicle towed to another location (including a AAA Approved Auto Repair facility), it will be towed without charge to a destination of your choice that is up to three (3) driving miles in any direction from the point of breakdown for Classic members and up to 100 driving miles for AAA Plus members. With AAA Premier, you can use one (1) of your four (4) Roadside Assistance service calls per household per membership year for a tow of up to 200 driving miles, and the remaining service calls allowed in the membership year for tows of up to 100 driving miles. The 200 mile tow excludes RVs and motorcycles. AAA Plus, AAA Premier, and RV/motorcycle towing may be subject to a delay. AAA Plus and AAA Premier benefits increase the distance limits on tows for the 4 allowable service calls as described above but do not add extra service calls.

  A member must be present when the vehicle is delivered to a closed repair facility. Towing beyond the benefits described above will be performed at the member's expense and may be subject to delay.

  Tow benefit for RV or motorcycles and tire change for RVs is available for AAA Plus and AAA Premier members as one of the four allowable service calls per membership year, but is limited to 100 miles of towing per service call. AAA Plus RV and AAA Premier RV do not add extra allowable service calls in a membership year.

RENTAL CAR BENEFITS
(In Conjunction with an in-state Roadside Assistance Tow) All rental car benefits described below are valid in New Mexico only. Rental car benefits must be used in conjunction with a tow which is one of the four (4) allowable Roadside Assistance service calls.

A member whose car is being towed and who needs a rental car in New Mexico can get a replacement vehicle at a discounted rate from a AAA New Mexico preferred rental car provider. AAA Plus members receive a complimentary one-car-class upgrade in addition to the AAA-discounted rate. If the one-car-class upgrade vehicle is not available, the AAA Plus member will receive the next higher car class, subject to availability.

If you are a AAA Premier member whose car is being towed and who needs a rental car in New Mexico, we will arrange for you to get a standard class or equivalent rental car for one (1) day, at no charge, from a AAA New Mexico preferred rental car provider. Rental must be arranged by AAA New Mexico. Each AAA Premier cardholder is entitled to one (1) complimentary one-day standard class or equivalent rental car per membership year. The AAA Premier member has up to 48 hours from the time of the tow to contact AAA New Mexico and request the one-day complimentary rental car. Service must be provided by the rental car provider arranged through AAA New Mexico by calling the AAA Roadside Service number on the back of the membership card and cannot be for an out-of-state rental. AAA Premier members are responsible for subsequent day's rental charges, upgrades, vehicle insurance, mileage and fuel charges, and any other charges, fees or taxes.

Once the one-day complimentary rental car benefit has been used, AAA Premier members are entitled to the AAA Plus discounted rental car rates and complimentary one-car-class upgrade described above for the balance of the membership year. The complimentary one-car-class upgrade may not be used in combination with the one-day complimentary rental car benefit.

You will need to present your AAA membership card and a major credit card at the time of rental. Normal rental qualifications and other restrictions, including age restrictions, apply. Rental cars are subject to availability. Rental fee subject to change. A refundable deposit may be required.

Members who obtain a rental vehicle from a AAA New Mexico preferred rental provider can receive assistance to get to a rental location. Assistance includes having a vehicle delivered to the member the next day or pickup and drop off to the nearest rental location or up to a $50 reimbursement for taxicab fare to the nearest rental location. The taxicab fare expense will be deducted from the charge for rental days, or if the rental is a one (1) day rental only, and the rental charges do not exceed the taxicab fare, AAA New Mexico's preferred rental provider will return the reimbursement by mail to the member, provided that member supplies the receipt and proof of breakdown to receive the reimbursement. For AAA Premier members, if the rental is a one (1) day complimentary rental only, the AAA New Mexico preferred rental provider will return the reimbursement by mail to the member, provided that member supplies the receipt and proof of breakdown to receive the reimbursement.

RIDE ASSIST
If you are a AAA Premier member and have an accident or breakdown, a AAA New Mexico representative can help you make rental car or other transportation arrangements.

ACCIDENT ASSIST
AAA Premier members can receive verbal assistance at the time of an accident or breakdown. When you call for Roadside Assistance, a AAA New Mexico representative can help you contact family members, locate restaurants and find hotel accommodations.

ROUTE SUPPORT
AAA Premier members can call AAA Premier services from within the U.S. to receive driving directions and assistance. Whenever possible, members should pull over to a safe spot before making a call to use this service.

INDEPENDENT SERVICE PROVIDERS
Roadside Assistance services as described in this guide are generally provided by independent businesses under contract to AAA New Mexico (not employees or agents of AAA New Mexico, the American Automobile Association or other AAA clubs). These businesses are selected for their ability to provide Roadside Assistance. We cannot guarantee they will have parts or be able to provide repairs.

While responsibility for injury, loss, damage or unsatisfactory workmanship caused by the acts or omissions of any independent service provider remains with the independent service provider, AAA New Mexico will attempt to assist members in resolving complaints involving an independent service provider. Member complaints should be received as soon as possible and before additional repairs are made. Failure to do so may limit our ability to assist.

ELIGIBLE VEHICLES
The following motor vehicles are eligible for service, provided they qualify for highway registration and are not loaded, altered or constructed in such a way as to cause damage or create a hazard when being serviced:

- Automobiles, pickup trucks, sport utility vehicles, vans, minivans and light-utility motor vehicles (including rented and commercial passenger vehicles, but excluding taxicabs, limousines, shuttles and other vehicles for hire) are eligible for those services which can be safely performed with equipment available from the independent service provider, including slings, wheel-lift devices, car carriers (flatbeds) and dolly wheels.
- Recreational Vehicles (RVs), are eligible for service with the exception of towing, extrication/winching and tire change service. Towing, extrication/winching and tire change service for RVs is available under AAA Plus and AAA Premier benefits. RVs include motor homes, camper vans, cab-over campers, and recreational trailers including camping trailers, fifth wheel trailers and utility trailers carrying recreational vehicles or equipment (excludes commercial and horse trailers). ATV Trailers, Boat Trailers, and Personal Watercraft Trailers must be carrying their designated recreational equipment or must be empty to be eligible for service.
- Motorcycles are eligible only for the delivery of fuel and locksmith services. Towing and extrication and winching service for motorcycles is available under AAA Plus and AAA Premier benefits. Motorcycles must be licensed for highway use.

SERVICE OUTSIDE NEW MEXICO
Outside New Mexico, AAA New Mexico members are entitled to Roadside Assistance from the local AAA or Canadian Automobile Association (CAA) club servicing the area. Members will be required to pay the independent service provider for any service that the local AAA or CAA club does not normally provide its members. An application for reimbursement of service charges may be submitted to AAA New Mexico for consideration. (See Reimbursement.)

CHECK ACCEPTANCE FOR EMERGENCY REPAIRS
A member's personal check for up to $250 will be accepted by the independent service provider for emergency repairs and services. A valid membership card and driver's license will be required for identification.

EXTREME SERVICE CONDITIONS
AAA New Mexico will make every effort to ensure that the provision of Roadside Assistance can be made under all conditions. During severe weather or road conditions, however, there may be some service delays before help can reach you. Heavy traffic may also delay the arrival of the service provider driver. Because towing is by far the most time consuming type of service AAA New Mexico provides, towing operations may be temporarily suspended to avoid excessive delays to members waiting for other services. During such times, priority will be given to members stranded away from shelter or to members with vehicles that have skidded and/or become stuck on highways in severe snowstorms.

SERVICE LIMITATIONS
Service will be limited to that which can be provided with equipment ordinarily used for Roadside Assistance by the independent service provider serving the area. Service will not be provided when the disabled vehicle cannot be safely reached or serviced without damage to the vehicle or servicing equipment.

Service may not be used as a substitute for regular maintenance necessary to keep a vehicle in good operating condition. AAA New Mexico cannot render service repeatedly to a vehicle in need of repair.

An individual's AAA membership may not be used by a business or organization to provide roadside assistance service for its customers, employees or vehicles.

Towing service is intended for personal, non-commercial use, and only provided for a covered vehicle disablement and will not be provided for the purpose of transporting vehicles due to a purchase, sale, renovation, auction transaction, car show exhibition, charitable donation, relocation or any other similar situation. Such tows are considered "convenience tows" and are not covered roadside assistance services.

Without limiting any other rights or remedies it may have AAA New Mexico may seek reimbursement from a primary or associate member for roadside assistance services fraudulently or wrongfully obtained by the primary or associate member. Primary members are responsible for the conduct and the service demands of their associate members.

The following services are not provided under the membership benefit:
- Service to a vehicle located in an area not regularly traveled by private passenger vehicles (such as a beach, open field, creek bed, private logging or forest service road).
- Shoveling snow from around a vehicle or clearing a road or driveway.
- Servicing or extrication of vehicles on inaccessible streets, back roads, driveways, parking lots or alleys which become snowbound or flooded.
- Towing of vehicles purchased in an inoperable condition.
- Cost of vehicle locksmith services beyond what is necessary to place the vehicle in a condition to be safely driven (such as duplicating keys, non-emergency lock repairs and re-keying of vehicle locks).
- Service in situations where appropriate identification in addition to the membership card is not provided to the service driver.

- Use of two or more Roadside Assistance service calls to extend the member tow mileage benefit for the same breakdown.
- More than 100 driving miles of towing per allowable Roadside Assistance service call for AAA Plus members.
- More than 200 driving miles of towing on one (1) allowable Roadside Assistance service call per AAA Premier household per membership year (excludes RVs and motorcycles) and more than 100 driving miles of towing on the remaining allowable Roadside Assistance service calls.
- Towing, extrication/winching and tire change service for RVs and towing and extrication and winching service for motorcycles, unless the member has AAA Plus or AAA Premier benefits.
- More than 100 driving miles of towing per allowable service call on any RV or motorcycle tow for AAA Plus or AAA Premier members.
- Towing to or from auto dismantlers or salvage yards, or from one storage location to another.
- The installation or removal of snow tires or chains.
- Charges related to impound or stolen vehicle recovery, towing or storage.
- Installation of automotive parts that are not provided by the service provider.
- AAA Plus, AAA Premier, and RV/motorcycle services before the member has received a new membership card in the mail denoting these additional service benefits, or prior to seven (7) days after receipt of full dues payment, whichever is earlier.

REIMBURSEMENT
If it is necessary for a member to pay for covered membership service at commercial rates, the member must request an itemized receipt listing the member's name, vehicle and services rendered by the service provider. For reimbursement consideration, the member must present or send the original receipt and an explanation of the circumstances to any AAA New Mexico branch within 60 days of the date of service. A reimbursement counts as a Roadside Assistance call. (See Allowable Roadside Assistance Calls.)

Reimbursements for services, including services received outside of New Mexico, will only be considered for those membership services which AAA New Mexico provides without charge. (Exception: Vehicle locksmith service will be reimbursed up to $60 for Classic members, up to $100 for AAA Plus members and up to $150 for AAA Premier members.) Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable. Reimbursement is not provided for taxi fares, telephone calls, rental cars, etc.

Members will be reimbursed for membership services at the prevailing commercial rates when AAA service was requested from a AAA or CAA Club, but the membership could not be verified. Reimbursement will be issued upon subsequent verification that the member's valid membership was in effect at the time of service.

PARTIAL REIMBURSEMENT
Only partial reimbursement, limited to the amount AAA New Mexico would have paid an independent service provider, will be made when AAA was not called to provide service. If towing is covered by an automobile insurance policy, the maximum reimbursement for a tow bill will be limited to the amount AAA New Mexico would have paid an independent service provider to provide the service. Certain terms, conditions and exclusions apply and are subject to change without notice. A service charge will be deducted from a reimbursement when applicable.

Home Lockout
If you are a AAA Premier member and you become locked out of your home, you can receive up to $100 in locksmith services to pick or drill the lock to gain access to your home from the outside. Home lockout service is reserved for a AAA Premier member's primary residence in New Mexico only and excludes all other buildings or locked areas. The service provides up to $100 for the cost of re-keying, changing locks or making a new key only when the lock must be drilled to gain entry to the home or if keys are lost or stolen. Any charges in excess of $100, as well as all charges associated with any other residential locksmith services, are at the expense of the AAA Premier member. Home lockout service is limited to one (1) usage per AAA Premier household per membership year.

Home lockout service is not transferable to any other person. The AAA Premier member must be present at the time of service. Identification and proof of residence is required. In the case of rental property, approval of the property owner may be required. Service is valid only in New Mexico. Service is provided by independent locksmiths and is subject to availability; if AAA New Mexico cannot dispatch service, the member will be referred to a commercial locksmith and will be reimbursed for covered service up to $100. Locksmith arrival time is based on locksmith availability.

TRAVEL

Travel Guides
North America Tourbook® guides, TripTik® Travel Planner and selected maps are available free of charge to members. Some restrictions may apply. Members receive 20% off the cover price on all retail publications. AAA Plus members receive 50% off the listed cover price for select European travel guides. AAA Premier members receive these same select European travel guides for free. These travel guides are limited to one (1) free per title, per AAA Premier cardholder, per membership year. Both AAA Plus and AAA Premier members receive free international maps published by AAA.

Travel Agency
Full-service leisure travel agency benefits are available from AAA Travel, with member-only benefits on select cruise or land vacations. A processing fee may apply to airline or rail reservations for Classic and AAA Plus members. There are no airline and rail ticket service fees for AAA Premier members when tickets are purchased through AAA Travel. International driving permits and passport photos are also available. AAA Premier members receive one (1) free set of passport photos per household per membership year, only available at AAA New Mexico branches.

Travel Insurance
Members can purchase travel insurance for vacations as well as Mexico Automobile Insurance for driving into Mexico. Travel insurance is provided by Allianz Global Assistance, underwritten by BCS Insurance Company or Jefferson Insurance Company. Mexico Automobile Insurance is provided by Grupo Nacional Provincial, S.A. Contact your local AAA branch for more information.

Travel Accident Insurance
AAA Premier members automatically receive $300,000 in travel accident insurance coverage at no cost when they purchase airline, ship, bus or train tickets through AAA Travel. Certain terms, conditions and exclusions apply. Insurance coverage is underwritten by the Federal Insurance Company.

Travel Assistance
AAA Premier members can receive Global Travel Emergency Assistance and Concierge Services 24 hours a day, 7 days a week— in the United States or internationally—when they are on planned leisure trips 100 miles or more from the AAA Premier member's primary residence which include at least one overnight stay and are not more than 45 days in duration. These services are available to AAA Premier members and their spouses and unmarried dependent children age 21 or under who are traveling with the AAA Premier member.

24-Hour Global Travel Emergency Assistance* for AAA Premier members includes:
- Medical provider referrals, appointments and admission arrangements
- Emergency translation service arrangements
- Lost tickets and document replacement arrangements
- Prescription replacement arrangements
- Emergency medical transportation arrangements
- Emergency medical visitation arrangements
- Emergency cash transfer arrangements
- Emergency message center service

Concierge Services* for AAA Premier members include:
- Theater, sporting event and other entertainment ticketing/reservations
- Golf tee times and reservations (reservations subject to availability)
- Limousine and car service information and reservations
- Shopping and health club referrals and information
- Exhibition, shows and festival information
- Messenger service referral and arrangements
- Gift basket and floral delivery arrangements
- ATM location information
- Weather forecast information

The member must purchase AAA Premier service prior to travel departure date in order to use these services. AAA Premier membership benefits include these services, which are service benefits and not financial benefits. Any costs associated with these services are paid by the member.

***AGA Service Company is the licensed producer for this plan. Certain restrictions and limitations apply.**

Benefits and service provider are subject to change without notice.

Hertz® Car Rentals
AAA members save up to 20% on Hertz car rentals for leisure travel. Each rental includes free use of one child, infant or toddler booster seat, and a 50 percent discount off the cost of SIRIUS XM Radio®. Advance reservations required and subject to availability. There is no charge for additional drivers who are AAA members meeting standard rental qualifications. Your Hertz/AAA CDP ID# is 000072. Reservations can be made at your local AAA New Mexico branch or online at AAA.com.

AAA Travel Money
AAA is offering a new concept known as the Travel Wallet. The idea behind Travel Wallet is to make sure you have payment alternatives when making a purchase while traveling. The Travel Wallet consists of the AAA credit card, CashPax which are comprised of small denominations of select foreign currency so you have cash in your hand when you land, and the pre-funded Visa® TravelMoney Card for use as a debit card or at ATMs. If your travels call for larger denominations of foreign currency, you can purchase them from our recommended vendor by visiting AAA.com under foreign currency. AAA Credit Cards are issued and administered by Bank of America, N .A . See the section below titled "AAA Credit Card" for more details . The Visa® TravelMoney Cards are issued by MetaBank™ pursuant to a license from Visa U .S .A . Inc . Travelex Currency Services, Inc . is the supplier of all foreign currency including prepackaged foreign currency known as CashPaxs™.

AUTOMOTIVE

Car Buying Service*
The AAA Car Buying Service provides an easy-to-use, no-hassle car buying experience. Choose from a network of Certified Dealers to purchase your next new or pre-owned vehicle. The free AAA Car Buying Service allows members to research vehicles, obtain average price paid by others, view Estimated Dealer Prices for AAA Members, receive a Guaranteed Savings Certificate for new cars or Used Vehicle Certificate, and find a dealer in your area ready to provide a no-hassle car buying experience.** To buy a new or pre-owned car, go to AAA.com, or call AAA, to find the nearest certified dealer.

* AAA Car Buying Service is managed by TrueCar, Inc. Available for select makes and models and in select areas. Limited supply and special edition vehicles may be excluded. Other restrictions may apply. See Certified Dealer for details. Not all dealers participate in the Car Buying Service program and dealers may be subject to change at any time without notice.

** Estimated Dealer Price is an estimate of the pricing from certified dealers in your local area based on your selected vehicle as configured with your preferred options and colors. Because the vehicle with the exact color and options you selected may not be in stock, your actual price and savings may differ. With Guaranteed Savings, the selected certified dealer guarantees, on in-stock vehicles, that you will receive at least a certain stated minimum savings amount off the base Manufacturer's Suggested Retail Price (MSRP), including any vehicle-specific manufacturer incentives currently available. Certain terms, conditions and restrictions apply. Guaranteed Savings Certificate shows Estimated Dealer Price and Guaranteed Savings off MSRP for your selected vehicle.

Vehicle Pricing & Research Services
You can research your next new or pre-owned car online at AAA.com. For new cars, the Build-Your-Car tool allows you to select the options you are interested in, and then gives you a detailed estimate of the car's price, with your specific requirements.

Members can compare features, crash test data and MSRP side-by-side, and get detailed pricing reports for new cars. AAA Premier members may request that up to three reports per membership year be mailed to their primary residence. AAA Premier members can also call the toll-free number listed on the back of their membership card for a free new car buying consultation.

For pre-owned cars, you can get free trade-in values online at AAA.com. Or you can call 800.709.7222 and receive a trade-in value over the phone for your car.

CARFAX Vehicle History Reports
Classic and AAA Plus members can purchase CARFAX Vehicle History Reports for 20% off the retail price online by logging in to AAA.com.

AAA Premier members may request one (1) free CARFAX Vehicle History Report per member per membership year exclusively available through AAA Premier member services by calling the toll-free number listed on the back of your membership card, and may purchase additional CARFAX Vehicle History Reports at a 40% discount online by logging in to AAA.com.

AAA Approved Auto Repair
When you go to an Approved Auto Repair facility, all repairs are guaranteed by the facility for 24 months or 24,000 miles, whichever comes first under normal operating conditions, unless otherwise stated in writing. Each facility has agreed to accept the decision of AAA New Mexico if a member has concerns regarding the service. AAA New Mexico members can get a free 40-point maintenance inspection with any paid service. Members also save 10% on regularly priced parts and labor, up to $50, upon requesting the discounts at all Approved Auto Repair facilities.

Automotive Expert Consultation
AAA Premier members can receive free advice on vehicle problems and repairs from our specialized team of automotive consultants.

Vehicle Inspection Program
Members can bring their vehicle to a participating AAA Approved Auto Repair (AAR) facility for a comprehensive 86-point inspection using standards and procedures developed by AAA. For a fee, the facility's technicians will thoroughly inspect the engine, transmission, suspension, drive axles, electronic system and more. See participating AAA Approved Auto Repair facilities for details and scope of vehicle inspection.

AAA Premier members may receive up to a $45 rebate off the current full price of a Vehicle Inspection Program service. Price and AAA Premier member rebate subject to change without notice. Limit of one (1) Vehicle Inspection rebate per AAA Premier cardholder per membership year. Rebate may not be combined with any other offer or discount. Other restrictions apply. For additional terms and conditions and to obtain a mail-in rebate form, visit AAA.com or contact your local AAA New Mexico branch.

Mature Driver Improvement Class
Many drivers over age 55 recognize their driving knowledge can use a tune-up. For just such drivers, AAA New Mexico's preferred provider, I Drive Safely® offers an 8-hour online Mature Driver Improvement course. For drivers who have already completed an 8-hour program, a 4-hour online renewal course is also offered. AAA New Mexico members receive a discount on both courses. Drivers who complete the courses may be eligible to receive a discount on a portion of their auto insurance.

MVD Vehicle Registration Services
At all AAA New Mexico branches, members can take care of many personal Motor Vehicle Division transactions. You can re-register a vehicle; request a vehicle search and conduct first-time transfers (private party only). MVD vehicle registration services are available Monday through Saturday. Service fees and tax are in addition to MVD charges and are subject to change without notice.

MEMBER SERVICES

AAA Discounts & Rewards®
Save with over 30,000 online restaurants, retailers, travel specials, entertainment and more. With the newly enhanced AAA Discounts & Rewards program, your purchases may even earn you reward points to apply toward future purchases! Or, save with AAA Discounts & Rewards at over 100,000 participating businesses nationwide. You can save more than your AAA Membership costs every year!

Participating businesses and discounts subject to change at any time without notice and discounts may be subject to additional terms and conditions. See AAA.com/Discounts for terms and conditions. Restrictions apply.

Identity Theft Monitoring
Each AAA New Mexico member age 18 or older can receive FREE identity theft monitoring with ProtectMyID® Essential. This free benefit includes: free daily monitoring of your Experian® credit report, free email alerts when key changes are detected on your Experian credit report, free monthly "all clear" email alerts when no changes are detected, lost wallet assistance and free fraud resolution support. To get this free benefit, enroll online or by phone. AAA Premier members with ProtectMyID Essential receive the additional benefit of $10,000 in identity theft insurance at no extra charge.

Gain an extra level of protection by purchasing ProtectMyID® Deluxe at a discounted monthly rate, which enhances the ProtectMyID Essential service by offering $1 Million Identity Theft Insurance for all enrolled members, ChildSecure℠ alerts if accounts are opened in your child's name, daily monitoring of all three credit bureau reports, and internet scans for possible criminal activity.

Members who are enrolled in earlier Identity Theft monitoring products with AAA can continue to use those products or call 877.440.6943 to request to be moved into one of the newer products.

ProtectMyID Essential and ProtectMyID Deluxe are monitoring products designed to help you identify and resolve identity theft incidents. These products are provided in addition to any precautions you should reasonably be expected to take yourself, including protecting your account numbers, passwords, social security number and other personally identifying information. ProtectMyID Essential and ProtectMyID Deluxe cannot stop, prevent, or guarantee protection against incidents of identity theft, or guarantee satisfactory resolution.

ProtectMyID Essential and ProtectMyID Deluxe are provided by ConsumerInfo.com, Inc., an Experian company. To be eligible to enroll in either product, you must be 18 years of age or older and a current valid AAA New Mexico member. Products subject to change or termination at any time without notice. For more information, including terms and conditions, visit AAA.com/peaceofmind.

Identity theft insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. Refer to the actual policies for complete terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions..

***New Mexico Journey* Magazine**
As a member of AAA New Mexico, you'll automatically receive *New Mexico Journey* magazine bimonthly. Annual subscription price for *New Mexico Journey* magazine is included in the membership dues. This amount cannot be deducted.

Notary Service
Most personal notary transactions are available at any AAA New Mexico branch, Monday through Saturday. Personal notary signatures are free for AAA Premier members (up to 10 per day). There is a per signature fee for Classic and AAA Plus Members, as well as for any business-related notarizations. Personal Notary signatures must be obtained at a AAA New Mexico branch. Some restrictions apply.

AAA Credit Cards
For information about credit card benefits, rates, fees and other costs associated with the use of any AAA credit cards, visit AAA.com/memberrewards or call 800.545.7899. AAA Credit Cards are issued and administered by Bank of America, N.A.

AAA Mobile and GPS Solutions

AAA FindMe Service For Sprint & AT&T Subscribers
AAA has teamed up with Sprint & AT&T to provide AAA members with AAA FindMe, enabling AAA to automatically receive the geographic location when a member calls for AAA Roadside Assistance from a Sprint or AT&T wireless phone. AAA FindMe benefits include:

- Identifying your location, even when you are in an unfamiliar area
- Providing freedom from worry, knowing that AAA can locate you quickly
- Available at no additional fee

To register for AAA FindMe, AAA members can go to AAA.com/AAAFindMe.

AAA FindMe service is available for GPS-enabled CDMA handsets only. Members must have a Sprint or AT&T GPS-enabled handset and provide permission to release location information to AAA in advance of the roadside assistance call.

Roadside assistance requires AAA membership, available separately.

AAA Mobile App
Members can now access Roadside Assistance, member discounts, maps, gas prices, driving directions, and other information on iPhone and Android.

Features include the ability to request Roadside Assistance 24/7 without having to make a phone call and track the service vehicle, access member discounts near you for more than 100,000 locations in the U .S . and Canada, convenient trip planning with interactive maps and turn- by-turn directions, and a tool for locating AAA branch offices, gas stations, and electric vehicle charging stations.

INSURANCE

Insurance
Get a free quote on auto, homeowners, renters, personal umbrella, and life insurance by calling or visiting a AAA New Mexico branch. Or visit us online at AAA.com.

AAA insurance is a collection of AAA branded products, services and programs available to qualified AAA members. **AAA personal lines insurance is provided by Interinsurance Exchange of the Automobile Club. Life Insurance is underwritten and annuities are provided by AAA Life Insurance Company, Livonia, MI.** AAA Life is licensed in all states, except NY. AAA New Mexico and/or its affiliates act as agents for their affiliate, including AAA Life.

AAA Accident Assist
Auto insurance through AAA comes with a complete accident recovery program called AAA Accident Assist. The AAA Accident Assist program can handle your needs from the scene of an accident by placing one phone call to AAA at 888.322.2674.

At the scene of the accident, AAA:
- Sends a AAA Roadside Assistance Service Provider vehicle
- Tows your vehicle to a repair shop in our AAA Member Preferred Repairs Program, or the repair shop of your choice
- At your request, contacts family members on your behalf

Immediately after the accident, AAA:
- Arranges a rental vehicle for those with rental coverage
- Completes your claim notice at your convenience

If your car is repaired at a AAA AAA Member Preferred Repairs Program shop, AAA:
- Saves you time by scheduling a repair without you having to wait for an adjuster
- Gives you a lifetime warranty on workmanship for the repair

For members with liability-only or other limited coverage with the Interinsurance Exchange of the Automobile Club, roadside assistance service is provided under your membership, not your insurance policy, and is subject to membership restrictions. Repairs, rentals and other benefits are subject to policy coverages and limits. Calling AAA New Mexico for AAA Accident Assist should only be done from a safe location and only after contacting the proper authorities. The lifetime warranty at an AAA Member Preferred Repairs Program facility excludes parts and materials, and is non-transferable. Other restrictions apply. Roadside Assistance generally provided by independent service providers.

TRIP INTERRUPTION & VEHICLE RETURN COVERAGE
If you are a AAA Premier member, are at least 100 driving miles from home, and your trip is delayed due to an Accident, mechanical breakdown, car theft, unexpected Illness or Injury, natural disaster or severe weather, you can be reimbursed up to $1,500 as a AAA Premier member for covered out-of-pocket expenses, including meals and Accommodations; and/or for Substitute Transportation to continue your trip.

And, AAA Premier members can be reimbursed up to $500 to help you get your car back home if an unexpected Illness or Injury prevents you from completing your trip.

TERMS & CONDITIONS
The AAA Premier Trip Interruption and Vehicle Return group insurance benefits are provided to all AAA Premier members as long as the Master Policy with BCS Insurance Company remains in force. These benefits are subject to the following conditions and exclusions:

DEFINITIONS
"AAA Premier Member" means a AAA New Mexico AAA Premier member, AAA Premier adult associate or AAA Premier dependent associate in good standing.

"Accident" means an unexpected, unintended, unforeseeable event causing Injury or property damage.

"Accommodations" means temporary lodging in an establishment licensed to provide temporary lodging to paying guests.

"Covered Person" means a AAA Premier member whose Primary Residence is in the United States and his or her Immediate Family Members traveling in the same Vehicle during Covered Travel.

"Covered Travel" means a planned leisure automobile trip in the Covered Person's Vehicle which has taken the Covered Person at least one hundred (100) driving miles from his or her Primary Residence when the incident occurs, which was intended to include at least one overnight stay within the United States or Canada; and which does not exceed, and was not planned to exceed, forty-five (45) consecutive days. **Please note: the Covered Person must be at least 100 driving miles from the AAA Premier Member's Primary Residence when the incident occurs in order to be eligible for the benefits.**

"Illness" means a sickness, infirmity or disease that causes a loss that begins during Covered Travel.

"Immediate Family Member" means the AAA Premier Member's spouse and/or unmarried dependent children age 21 or under, including stepchildren and legally adopted children. A grandparent traveling with his or her grandchild who is a AAA Premier dependent associate is also considered an Immediate Family Member.

"Injury" means bodily injury caused by an Accident, directly or independently of all other causes and sustained during Covered Travel. Benefits for Injury will not be paid for any loss caused by sickness or other bodily diseases or infirmity.

"Physician" means a person who is licensed and legally entitled to practice medicine and who is not a Covered Person or an Immediate Family Member of, nor related to, a Covered Person.

"Primary Residence" means the AAA Premier Member's billing address which is recognized by AAA New Mexico, and which must be in the United States.

"Substitute Transportation" means any form of common carrier transportation (i.e., licensed for the transportation of fare-paying passengers, with the exclusion of taxis and limousines) and/or a rental car of equal or lesser value to the Vehicle. Expensive or exotic automobiles are excluded under this definition.

"Vehicle" means any two-axle motor vehicle designated for private use for travel on paved public roads in which the Covered Person is either driving or riding as a passenger. Moving vans are excluded.

"We, Us, or Our" refers to BCS Insurance Company and its agents.

TRIP INTERRUPTION COVERAGE*

What is Covered
Covered Persons on Covered Travel are reimbursed up to $1,500 per trip for AAA Premier members for out-of-pocket expenses for the cost of reasonable additional Accommodations and meal expenses and/or the cost of Substitute Transportation to continue the trip, incurred as a result of overnight covered delay. Only expenses for the first 96 hours from the initial delay are eligible for coverage. The coverage only extends to Covered Travel in the United States and Canada.

The covered reasons for delay are:
1. Vehicle disablement due to mechanical failure (excluding tire trouble) or an accident that renders the Vehicle inoperable at least overnight;
2. Theft of a Vehicle;
3. Unexpected Illness or Injury requiring the Covered Person to receive treatment by a Physician who advises delay of the trip;
4. Natural disasters;
5. Severe storms or unusual weather phenomena validated by National Weather Service records.

What is Not Covered
Benefits are not payable for travel which does not meet the definition of Covered Travel, and for any loss, Injury, Illness, delays and/or expenses due to:
1. War (whether declared or undeclared), acts of war, military duty, or hostilities of any kind (for example, invasion, rebellion, riots, or insurrections);
2. Tire trouble;
3. Intentionally self-inflicted harm, including suicide;
4. Normal pregnancy or childbirth;
5. Mental or nervous health disorders;
6. Alcohol or substance abuse, or related illnesses;
7. An accident occurring when the Vehicle is being driven by an unlicensed driver or a driver who is not a Covered Person;
8. Personal property which is damaged or destroyed;
9. Any liability for injuries or property damage;
10. The commission or attempted commission of an illegal act;
11. The cost of repairs to the Vehicle;
12. Cost of fuel expenses;
13. Air and/or sea travel;
14. Carrier-caused delays;
15. Participation in professional athletic events or motor competition (including training);
16. The cost of meals, Accommodations and Substitute Transportation resulting from delays caused by routine maintenance or minor repairs to the Vehicle.

In cases where the Covered Person rents a Vehicle for Covered Travel and the Vehicle is disabled or stolen, the Covered Person must make immediate contact with the rental company after the disablement or theft occurs to arrange replacement of the Vehicle. If such contact is not attempted, the Covered Person will not be reimbursed for any expenses incurred as a result of the delay.

Rental car expenses incurred by the Covered Person to continue the trip will be reimbursed only if the Covered Person rents a vehicle of comparable or lesser class. Rentals of expensive or exotic automobiles are excluded. Examples of such automobiles include Aston-Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati and Rolls-Royce.

Substitute Transportation expenses on common carrier transportation will be reimbursed for economy fare only. Trip Interruption coverage is in excess of other insurance or indemnity covering the losses covered under this program. **Expenses after 96 hours from the initial delay are not covered.**

VEHICLE RETURN COVERAGE*

What is Covered
Covered Persons on Covered Travel are reimbursed up to $500 for transportation of the Vehicle back to the Covered Person's Primary Residence when an unexpected Illness or Injury prevents completion of the Covered Travel. The Vehicle must be operable. Transportation must be performed by an accredited professional transport company.

What is Not Covered
In addition to the exclusions listed under Trip Interruption Coverage, Vehicle Return benefits will not be payable if the Vehicle is a rental vehicle or a Vehicle with an original lease term of less than one year OR if the transportation of the Vehicle could have been performed by a Covered Person or by a traveling companion of a Covered Person.

Vehicle Return coverage is in excess of other insurance or indemnity covering the losses covered under this program. **Expenses after 96 hours from the initial delay are not covered.**

GENERAL PROGRAM PROVISIONS
This guide to benefits is not a policy or contract of insurance, but is your most complete source of information. Please be sure to keep it in a safe place.

All information in this document is subject to the terms and conditions of the Master Policy, a copy of which is in the possession of AAA New Mexico. The terms and conditions of the Master Policy agree with the terms outlined in this guide to benefits. However, features and benefits are subject to change without notice.

The Covered Person agrees to use diligence in doing all things reasonably prudent to avoid or diminish any loss. Allianz Global Assistance will not unreasonably apply this provision to avoid claims hereunder.

HOW TO FILE A CLAIM
Please gather the information below if you have a covered loss during your Covered Travel as it will be requested when you file a claim upon returning home. **All claims must be reported to Allianz Global Assistance within 60 days from the date of loss or as soon after that date as is reasonably possible.**

Once you report a claim, the Service Associate will set up a claim file for you and send you a claim form. You must send written proof of loss, including any required information necessary to support the claim, to AGA Service Company within 90 days from the date of loss, or as soon after that date as reasonably possible, and in no event, except in the absence of legal capacity, later than one year from the time proof is otherwise required.

GENERAL DOCUMENTATION
1. Receipts and itemized bills for all expenses (such as itemized food and lodging receipts)
2. Evidence of accident/theft (i.e. official police report)
3. Copy of payment for automobile repairs
4. Rental car receipts
5. Common carrier receipts
6. Copy of invoice from accredited professional transport company (Vehicle Return Benefit)

IF YOU HAVE A QUESTION OR NEED TO FILE A CLAIM
AAA Premier Members must contact Allianz Global Assistance at 1.800.586.8456.

The AGA Service Associate will confirm your request and provide you with assistance.

***Insurance coverage is underwritten by BCS Insurance Company under Form No. 50.233B. Allianz Global Assistance is the licensed producer and administrator for this plan.**

MEMBER COMMITMENT
If AAA New Mexico is unable to perform a contractual obligation either on a service or indemnity basis, the cash retail equivalent shall be paid to the member.

TOLL-FREE NUMBERS

Roadside Assistance	800.222.4357
Request Roadside Assistance Online	AAA.com/help
Insurance, Travel & Membership	877.222.1020
TDD for Speech or Hearing Impaired	800.955.4833

AAA New Mexico Branches

Albuquerque East – Regional/Branch
10501 Montgomery Blvd. N.E.
Albuquerque, NM 87111
505.291.6611

Albuquerque West
9231 Coors Road N.W.
Albuquerque, NM 87114
505.792.1938

Las Cruces
3991 E. Lohman Ave.
Las Cruces, NM 88011
575.523.5681

Santa Fe
3517 Zafarano Dr. Suite D
Santa Fe, NM 87507
505.471.6620

Visit us at AAA.com

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