



## **Welcome to RAA**

An introduction to your  
RAA Membership



# An organisation you can trust. Benefits you can depend on.

Welcome to RAA, a motoring club that South Australians have trusted for over 110 years.

By becoming an RAA Member, you've opened the door to a new world of fantastic services, exclusive discounts and value added offers.

Over time we've grown from a small group of like minded club members to a progressive, multi-faceted organisation that's constantly striving to make life better and easier for over 650,000 members.

We offer our members many valuable services including 24/7 road side service, insurance to protect your assets, technical advice and vehicle inspections, residential and commercial security, as well as all the assistance you need with planning your next holiday, whether it be within Australia or overseas.

As a member you're eligible to receive exclusive discounts on RAA products and services dependent upon the products you hold with us and the level of your membership. You can also take advantage of a range of everyday deals and discounts through our More For Members program, attend one of our member only events and enter our member only competitions.

The following pages outline your membership benefits and provide a brief description of our products and services. Please read through them to ensure you get the most from your membership.

If you have any questions or would like any further information, please contact us by dropping into your local RAA Shop, logging on to [raa.com.au](http://raa.com.au) or calling us on 8202 4600.

Yours sincerely



Ian Stone,  
Group Managing Director

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## About RAA Membership

RAA Membership is provided free of charge to all customers who hold a qualifying product with RAA.\*

Membership provides the holder with access to exclusive member benefits and services including:

- Show Your Card & Save at More For Members partners and save money on your shopping
- Domestic and international travel agency
- Holiday savings on accommodation, theme park and attraction tickets
- Shop for maps, guides and accessories in the RAA Shop
- International Driving Permits
- Approved Repairer and Approved Vehicle Dealer programs
- Technical advice line
- Child restraint fitting service
- Legal advisory service
- Advocacy for member interests
- Members' magazine, *samotor*

## Member Savings

RAA offers member savings on:

- Car and motorhome hire
- Selected tours, transport and attractions
- Exclusive savings in the RAA Shop
- Selected escorted international tours
- Travel Insurance
- Home security installations
- Auto Glass
- Vehicle inspections
- Driving lessons
- Saving on your shopping with More For Members partners when you show your RAA card
- Personal alert systems
- Savings on RAA products\* – see table below

	BLUE 0-4 YEARS	BRONZE 5-9 YEARS	SILVER 10-24 YEARS	GOLD 25-49 YEARS	GOLD50 50+ YEARS
 Road Service Products	\$20	\$20	\$30	\$30	\$30
 Motor Comprehensive Insurance	\$20	\$20	\$30	\$30	\$30
 Home & Contents Insurance	\$40	\$40	\$60	\$60	\$60
 Home OR Contents Insurance	\$20	\$20	\$30	\$30	\$30
 Other Insurance Policies	\$20	\$20	\$30	\$30	\$30
 Security Monitoring	\$20	\$20	\$30	\$30	\$30

\* Member savings depend upon the type of products you hold and the level of your membership. You must hold at least two products groups (e.g. Road Service and Insurance) before any membership discounts are applied. Product groups are Road Service, Insurance and Security Monitoring. You do not qualify for the discounts if you hold multiple policies within the one product group.

\* Qualifying Annuity Products include Road Service, Insurance and Security Monitoring. A full list of Qualifying Annuity Products is available at [raa.com.au](http://raa.com.au)

## More For Members

As an RAA Member you have access to exclusive benefits and savings through the More For Members program. Shop and save at an array of retail partners, enter member only competitions and even attend member only events!

New offers and discounts are constantly being introduced. To make sure you never miss an opportunity to show your card and save, visit [raa.com.au](http://raa.com.au), subscribe to RAA's e-newsletter, view RAA's *samotor* magazine or download RAA's Member Saving App at the Apple iTunes store or Google Play Store.

### Shopping

Whether you're shopping for a gift or something for yourself, remember that you can receive great savings by showing your RAA card.

### Entertainment

Your RAA card is a gateway to entertainment for your whole family. Whether you are into sport, going to the movies or seeing a show there's sure to be an activity for you.

### Travel

Visit RAA before you plan your next holiday to take advantage of some great member savings on accommodation, hire car and attraction tickets. We can even book your domestic or international holidays!

### Events

Member only events are a great way to enjoy extra special savings. We regularly host movie nights and extra special shopping days. Visit the website or check out the e-news for upcoming events.

### Competitions

Visit the RAA website and enter our competitions exclusively for members. New competitions are always being run so make sure you check out the website for information.

## *samotor* – The Members' Magazine

First published in June 1913, *samotor* is the oldest motoring publication in the southern hemisphere and has a reputation as a strong advocate for South Australian motorists.

Packed with the latest member offers, motoring advice, new and used car reviews, travel features and road safety news, *samotor* has served to inform and entertain RAA Members for over 100 years.

Also filled with great holiday deals and information about new attractions, tours and accommodation, *samotor* can provide the inspiration needed to plan your next holiday within SA, interstate or overseas.



## Website

Whether you're viewing your savings, renewing your road service, planning your next holiday or assessing your insurance you'll find what you need at [raa.com.au](http://raa.com.au)

### Visit RAA's website to:

- View your member savings and product holdings
- Update your membership details
- Enter member only competitions
- Join, upgrade and renew your road service
- Get a quote for your insurance needs
- Find cheap fuel locations
- Practise for your Learner Driver's test
- Find out where you can take your RAA card shopping and save
- Search for and book accommodation
- Map your holiday route and download strip maps
- Purchase travel insurance
- Get a quote and reserve a hire car
- Shop online and enjoy member savings through the RAA Shop
- Find tours, transport and holiday attraction information
- Locate an RAA Approved Repairer
- Search car reviews
- Find tips on buying a new or used car
- Read RAA fact sheets
- Organise a no-obligation security quote
- Organise a vehicle inspection
- Organise a driving lesson
- View information on child restraints and child safety advice

## myRAA

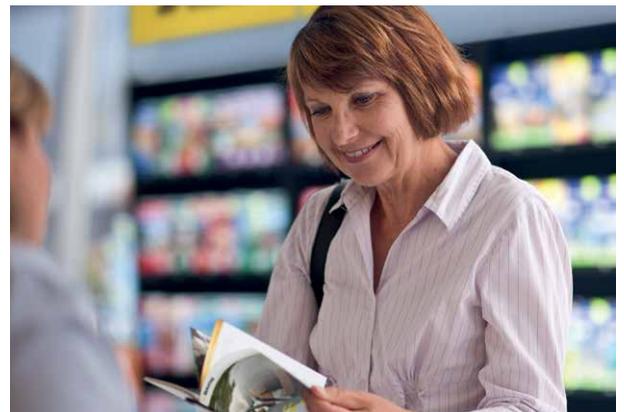
All RAA Members have access to the 'member only' portal, **myRAA**. **myRAA** is your central, secure area on RAA's website which is the home to all of your More For Members savings, product holding and savings information and the central place you can enter all of our exciting competitions. Visit [raa.com.au](http://raa.com.au) and register for **myRAA** today.

## RAA Shop

From international or Australian guidebooks and luggage, to power adaptors, international driving permits and GPS units, RAA Shops can help you with anything for your next holiday.

We also stock a wide selection of approved and tested child restraints, for peace of mind when you're on the go with the kids. RAA can also help you and your loved ones maintain freedom and independence with our wide range of mobility scooters and walking aids.

To view RAA's full range of travel, mobility, motoring and safety accessories, drop in to your local RAA Shop, visit [raa.com.au/shop](http://raa.com.au/shop) or call 8202 4538.



## Vehicle Inspections

For peace of mind with your vehicle, you can trust RAA's independent and impartial vehicle inspection service when buying or selling a car, planning a long driving trip or checking a vehicle where the warranty is about to expire.

RAA's vehicle inspections are available from Monday to Friday across the Adelaide metro area through our convenient Mobile Vehicle Inspectors through our Mile End vehicle inspection workshop, or at selected country locations.

### Types of vehicle inspections include:

- Prepurchase Total Care
- Prepurchase Mechanical
- Used Car Warranty Inspection
- New Car Warranty Inspection
- Owner Vehicle Condition Report

All RAA Members receive 15% off full retail prices. Prices can be found at [raa.com.au](http://raa.com.au)

Vehicle inspections can only be booked over the phone with an RAA consultant by calling 8202 4688. There is also an online option to submit a Call Back Request at [raa.com.au/vehicleinspections](http://raa.com.au/vehicleinspections). We will contact you within one business day to arrange your booking with you.

## Technical Advice

If you need help and advice on anything to do with the purchase, use or maintenance of a motor vehicle, RAA can help.

Our Technical Advisory Service is free and available exclusively to members to help with the following:

- General technical advice
- Vehicle road test reports on popular models
- Vehicle anti-theft devices
- Car storage when on holiday
- Pricing for new and used vehicles

To speak to one of RAA's Technical Advisors on any vehicle matters call us on 8202 4689.

## Auto Glass

RAA offers a fast and professional mobile windscreen repair and replacement service that will ensure your windscreen is free of any damage in no time.

Whatever your auto glass needs are, RAA can help. From small chip repairs to side window and full windscreen replacements, an RAA Auto Glass technician will come to you and complete the repairs on the spot. All workmanship and materials also come with a lifetime warranty for your peace of mind. Our repair before replace guarantee means we will always try to repair a damaged windscreen before replacing it – saving you time and money.

To book call us 24 hours a day on 1300 885 057 or enquire online at [raa.com.au/autoglass](http://raa.com.au/autoglass)

## Road Service

Most of us lead busy lives and occasionally we lock our keys in the car, get a flat battery or experience an unfortunate breakdown on the road. It's comforting to know RAA is only a phone call away.

### Every day peace of mind

Did you know, RAA responds to almost 385,000 calls for help from stranded motorists a year? That's around 1,000 per day! The greatest benefit of RAA's Road Service is the peace of mind it brings to motorists in need. RAA Road Service is delivered 24 hours a day, every day of the year.

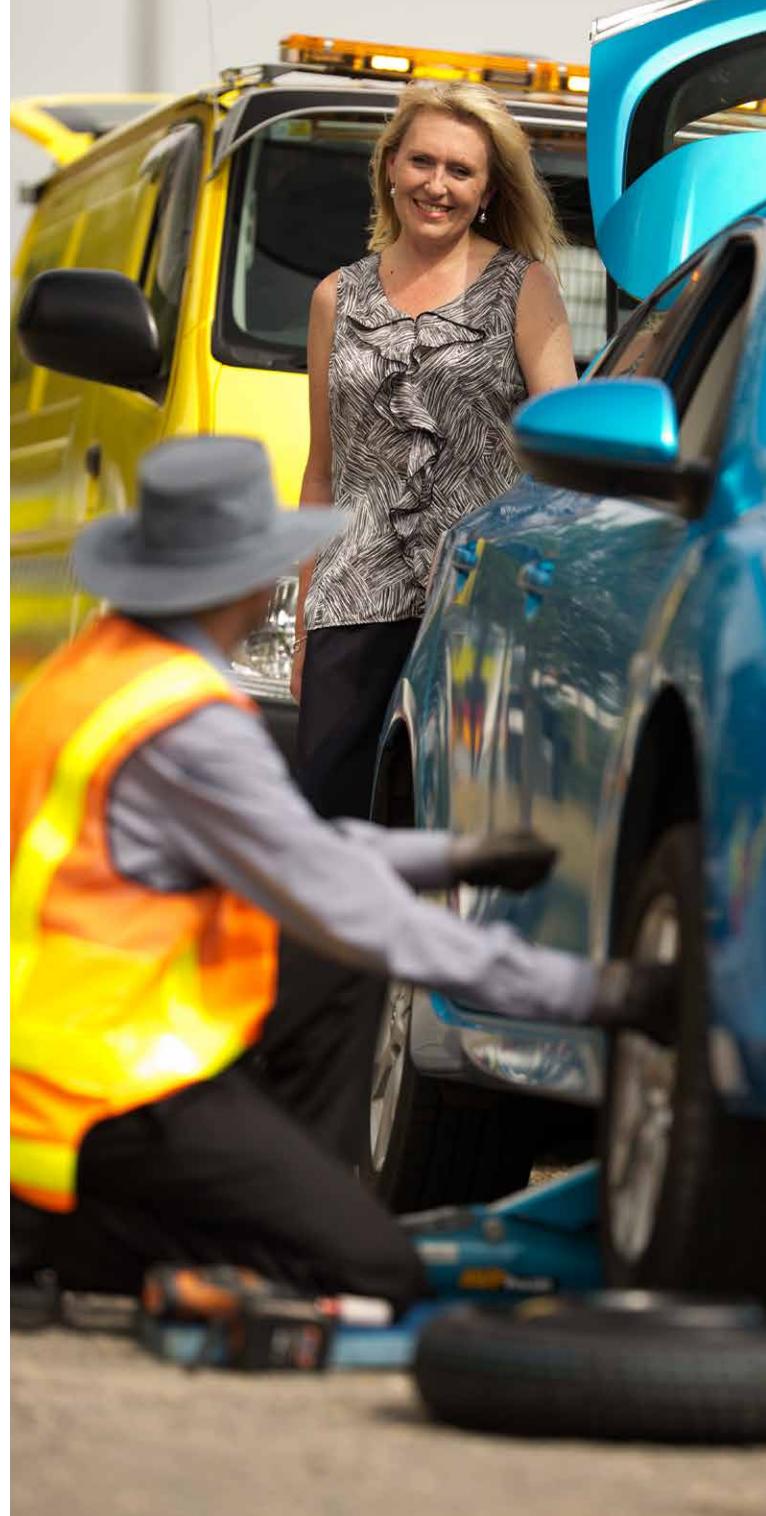
RAA patrol vans are a familiar sight in both the city and country. A fleet of more than 120 patrol vans and contractors service the Adelaide area, while an extensive network of contractors in the country get Road Service members back on the road.

Our primary aim is to get you going again after your breakdown. Fortunately, we're able to fix approximately 89 per cent of problems at the roadside. If the problem is more serious and we can't get you going, we'll organise for your vehicle to be towed.

Road Service benefits are not restricted to South Australia. Access to Road Service benefits is provided through RAA affiliations with motoring organisations across Australia.

RACV, RACQ, RACWA, RACT, NRMA and AANT will service you as an RAA Road Service member under their conditions of service.

For more information on our Road Service product call 8202 4610.



## Levels of Road Service

### Standard

Standard Road Service is traditional cover designed to get your vehicle mobile, or if this is not possible, to arrange for it to be towed after a breakdown.

Entitlements include:

- up to 8 km free towing in the Metropolitan Patrol Service area
- service within 32 km of designated country depots
- up to 32 km towing back to the designated country depot (towing is by standard towing equipment)
- up to 8 call-outs for Road Service each year
- peace of mind when away from home – Road Service from reciprocal interstate and international automobile clubs.

### Plus

RAA Plus delivers additional everyday benefits to help you on your way:

- up to 20 km free towing in the Metropolitan Patrol Service area
- service within 100 km of designated country depots
- up to 100 km towing back to the designated country depot (towing is by standard towing equipment)
- unlimited call-outs for Road Service
- breakdown accommodation
- hire car
- vehicle recovery
- passenger transport
- locksmith benefit
- battery discount

Conditions, distance and monetary limits may apply. Please refer to the Road Service Entitlements brochure for more information.

### Premium

The security of RAA's top Road Service package covers more of life's everyday motoring challenges:

- up to 50 km free towing in the Metropolitan Patrol Service area
- service within 200 km of designated country depots
- up to 200 km towing back to the designated country depot
- special equipment towing benefit
- unlimited call-outs for Road Service
- breakdown accommodation
- hire car
- vehicle recovery
- passenger transport
- taxi allowance should your vehicle require towing
- second tow up to 20 km
- extended tow up to 50 km in country serviced areas
- locksmith benefit
- battery discount
- heavy vehicle towing equipment
- caravan cover

Conditions, distance and monetary limits may apply. Please refer to the Road Service Entitlements brochure for more information.



## Battery Service

There's nothing worse than going to start your car only to find that the battery has gone flat.

Fortunately, if you hold Road Service (or wish to join on the road), a patrol can be despatched immediately or a time can be arranged to call on you at home or work where a high quality RAA Battery can be fitted.

RAA Batteries are competitively priced and carry a 12, 24, or 36 month nationwide warranty depending upon which battery you purchase.

What's more, if you choose to have an RAA Battery fitted, your old battery will be taken away and disposed of in an environmentally friendly manner. In fact over 96% of your old battery can be recycled.

If you hold Premium or Plus cover, you'll receive a special discount on RAA branded batteries.

### SA Dealer Network

For your convenience a large number of RAA Battery Service Centres are located around Adelaide offering the same high quality batteries fitted by RAA patrols.

For a list of these locations, visit [raa.com.au](http://raa.com.au) or your nearest RAA Shop.

For free delivery and installation within the Adelaide metropolitan area and most country areas, call 13 11 11 any time day or night.



## Trust RAA for Insurance

RAA's Insurance products are designed to provide members with financial protection and peace of mind when they need it most.

With over 75 years' experience in Insurance it's no accident more South Australians trust RAA. We offer a wide range of cover for important assets such as your Home and Contents, Car, Caravan, Motorcycle and Boat, all backed by a superior claims satisfaction record.

Discounts are available to members dependent upon the products you hold with us and how long you have been a member. All products are underwritten by RAA Insurance Ltd.

## Car Insurance

### Comprehensive Car Insurance

RAA offers value for money protection against accidental damage, fire and theft.

Other unique benefits include:

- Rating 1 for Life
- 'Aussie Assist' – 24 hour emergency assistance service for medical, travel and communication assistance
- Guaranteed repairs from RAA Approved Repairers
- One free windscreen claim per 12 months of insurance cover at no extra cost or loss of no-claim bonus
- Paying the higher of sum insured or market value for a total loss
- Hire Car option

### Third Party Property Car Insurance

For cars not requiring comprehensive cover, protecting against the damage caused to other vehicles and property can save you from a financial disaster.

Other benefits include:

- 'Uninsured Motorist Extension' – in the event of an accident, if the other driver is identified, uninsured and we determine them to be more than 50% at fault, your vehicle will be covered up to a maximum of \$3,000
- Liability cover up to \$20 million
- Third Party Property, Fire and Theft car insurance is also available



## Home Insurance

### Home and Contents Insurance

Your home and its contents are your most valuable assets and can be protected with the same trust, security and quick claims settlements we offer for your car.

Home and Contents Insurance will protect you against the following:

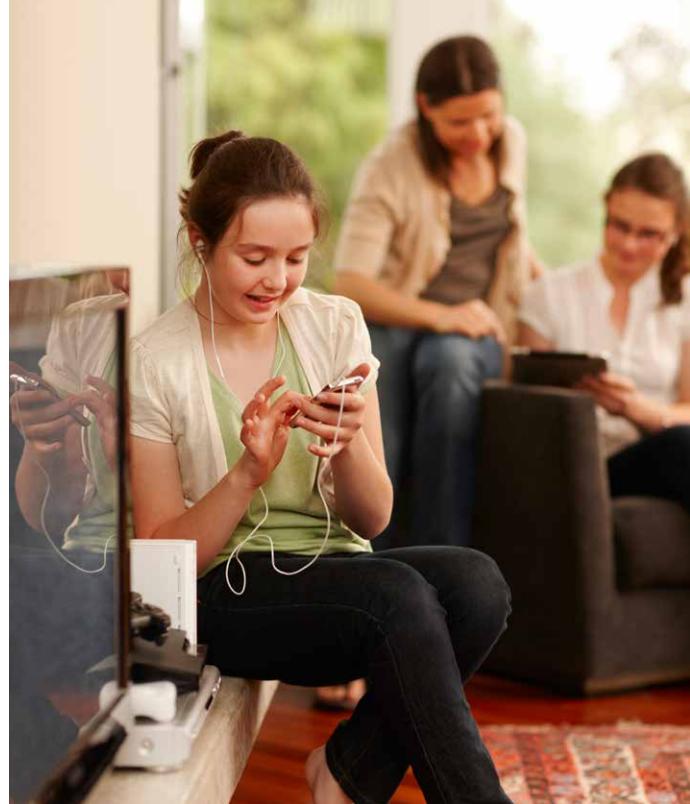
- fire (including bushfire)
- explosion
- burglary, theft or attempted theft
- lightning
- earthquake or tsunami
- storm and rainwater runoff
- bursting leaking or discharging or overflowing water or liquid
- malicious damage, intentional damage or damage by vandals
- riot or civil commotion
- impact
- damage by an animal
- flood

Other benefits include:

- Credit or ATM card misuse cover up to \$1,000 and cash cover up to \$500
- Discounts for Over 50's or Seniors Card holders
- Monitored alarm discounts on Contents premiums

### Optional Cover

- Accidental Damage Option Australia wide contents cover
- Specified items inside the home or specified items away from home world wide
- Pet Cover: veterinary costs for your pet dog or cat, up to \$500 for all treatment for each injury or illness per pet per 12 month term



## Additional Benefits

All Insurance products offer members additional benefits:

- 21 day money back cooling off period
- Excess options to reduce premiums
- Flexibility to pay annually, six monthly or monthly through direct debits from your bank, building society, credit union or credit card account.

Telephone 1300 88 4567, visit your nearest RAA Shop or log onto [raa.com.au](http://raa.com.au)

The information included in this brochure is a summary and is not intended to have any legal effect. When deciding to buy or hold RAA Insurance you should read and consider the Product Disclosure Statement (PDS) which is available from RAA. Please refer to the PDS for full terms, conditions and limits which may apply.

Products issued by RAA Insurance Ltd (trading as RAA Insurance)  
ABN 14 007 872 602 AFSL 232 525  
GPO Box 1499, Adelaide SA 5001

## Secure Services

RAA can install home and business security systems as well as provide a 24/7 security monitoring service for additional protection.

Secure Services provides:

- ASIAL Grade A1 monitoring centre which is owned and operated by RAA from right here in SA
- Personal alert system for emergency help any time of the day or night
- High quality alarm systems that meet or exceed the stringent requirements of Australian Standards
- Licensed and qualified security salespeople
- Tailored systems which are customised to provide you with the best protection
- Wireless monitoring for homes and businesses without a telephone line
- Installation by fully trained and qualified technicians.
- Protection against power failure with battery back-up in all systems
- Damage repair service for when your home is broken into and it's not secure
- Pet friendly detection which allows small pets to roam free whilst the system is armed
- All our security and alert systems are backed by a two year parts and labour warranty

For more information or to arrange an obligation-free quote please call 8202 4695.



## Driving Holidays

If you're planning a driving holiday, make your first stop RAA. You'll find all you need to help make your holiday planning easy.

Holiday services include:

- Member savings on selected tours, transport, attractions and accommodation
- Car and motorhome hire at special member rates
- Member savings on Travel Insurance
- International Driving Permits
- Online travel planner at [raa.com.au](http://raa.com.au)
- Blogs covering local, national and international travel

For all your holiday planning needs visit [raa.com.au](http://raa.com.au), your local RAA Shop or phone 8202 4346.



## Travel Service

If you're planning an overseas holiday, travel with someone you trust.

With over 50 years of experience as a full service international and domestic travel agency, RAA can take the hassle out of booking your dream holiday. Our professional travel consultants can arrange everything for you including:

- Escorted group tours & coach touring
- Flights, accommodation & holiday packages
- Cruising and rail travel
- Travel insurance
- Passport photos
- Cash passports and currency
- Assistance with visas

To make an appointment with one of our experienced travel consultants call 8202 4589 or email [travel@raa.com.au](mailto:travel@raa.com.au)



## Membership Terms and Conditions

All RAA Members are bound by the Constitution of Royal Automobile Association of South Australia Incorporated, as amended from time to time, and by any specific terms and conditions imposed under the Constitution of RAA.

Copies of the Constitution of RAA can be obtained by writing to:

### Corporate Secretariat

101 Richmond Rd

MILE END SA 5031

- a. By purchasing a qualifying RAA product, you agree to become a member of RAA and to be bound by the Constitution of RAA (available at [raa.com.au](http://raa.com.au))
- b. You authorise any officer of RAA to execute any document on your behalf necessary or desirable to facilitate you becoming a member of RAA.
- c. If you cease to hold a relevant RAA product that qualifies you to remain a member of RAA and otherwise do not qualify to be a member of RAA, pursuant to the Constitution of RAA or the regulations made under that Constitution, you irrevocably agree to immediately resign as a member of RAA and acknowledge that you cease to be entitled to any rights and privileges associated with that membership.
- d. In the event of the circumstances set out in paragraph (c) above, and in order to secure RAA's rights under paragraph (c), in consideration for RAA admitting you as a member, you irrevocably authorise any officer of RAA to execute on your behalf any document necessary or desirable to effect your resignation as a member of RAA, including giving a notice of resignation under clause 6.2 of the Constitution of RAA.

The following terms and conditions provide further guidance regarding the provision of RAA Membership and application of member benefits.

### **Continuous years of membership**

- Maintaining continuity of your membership brings with it additional benefit entitlements. To access these additional benefits, a Qualifying Annuity Product must be held.
- RAA will also recognise and/or credit additional membership years (for the purpose of determining continuous years of membership) where a person transfers a current membership of an affiliated motoring organisation to RAA.

### **Termination of membership**

A members who abuses, offends or puts at risk any member of RAA's staff or any contractor in the carrying out of their usual duties may be charged with conduct detrimental to RAA. In such cases the Chief Executive has the power to expel the person from membership of RAA. Upon expulsion from RAA, the member forfeits all rights and claims on RAA.

### **Membership verification/validation**

- All members of RAA are issued with a personal, unique membership number, and official membership identification, in the form of a membership card.
- Membership cards remain the property of RAA and are not transferable.
- Membership cards are not valid until signed by you. The membership card is not a credit card and does not provide any explicit benefits in its own right, but rather is purely for identification purposes.
- The membership card should be presented in all dealings with RAA or when accessing member services or entitlements. In circumstances where you are unable to produce your membership identification, you may be required to provide alternative forms of identification or certify your entitlement to service in writing.

- Any benefit obtained by presenting the membership card may be subject to separate terms and conditions as amended from time to time.
- RAA is not liable for any malfunction of the membership card nor for any unauthorised use of the card or delays in issuing or replacing the card.
- You must notify RAA as soon as possible if your membership identification is lost, stolen, damaged or destroyed.

### **Changing membership details**

- Only the named members or a person authorised by the named members may request a change in membership details.
- Certain changes in members personal details may require the lodgement of documented proof prior to being actioned by RAA.

### **Voting rights**

Although there are various classes of RAA Membership, only Eligible Members of RAA have the right to vote in board elections and at meetings of RAA.



## Useful Numbers

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### Member Services

Metropolitan Areas	8202 4600
Country Areas	1800 818 385
<i>samotor</i> Magazine	8202 4525

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### Road Service

Enquiries and Quotes	8202 4610
24 Hour Road Service	13 11 11
24 Hour Battery Service	13 11 11
Plus/Premium Claims	1800 888 522

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### Insurance

Enquiries & Quotes	1300 88 4567
Claims	1300 88 4575

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### Secure Services

Home and Business	8202 4695
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### Travel

Driving Holidays	8202 4346
Travel Agency	8202 4589
Shop	8202 4538

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### Motoring

Technical Advice	8202 4689
Vehicle Inspections	8202 4688
Traffic & Safety	8202 4222
Legal Motoring Advisory Service	8202 4570
Auto Glass	1300 885 057
Child Safety Centre	8202 4592

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### Public Relations

Advocacy	8202 4576
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### Website

[raa.com.au](http://raa.com.au)

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### General Enquiries

Call 8202 4600 between 8:00am and 6:00pm Monday to Friday and from 9:00am to 12:00noon on Saturday.

raa.com.au > 8202 4600

- /// **Motoring**
- /// **Insurance**
- /// **Travel**
- /// **Secure Services**

  
**RAA**

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