



CROSS COUNTRY MOTOR CLUB

# NATIONAL + FAMILY MEMBERSHIP GUIDELINES

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A benefit of your Honda Care vehicle service contract

NEW PLAN, SENTINEL SERVICES AND  
SENTINEL PLUS

THIS IS NOT AN INSURANCE CONTRACT. THIS IS NOT AN  
AUTOMOBILE LIABILITY INSURANCE CONTRACT.

**CROSS COUNTRY MOTOR CLUB, INC.**  
**CROSS COUNTRY MOTOR CLUB OF CALIFORNIA, INC.**

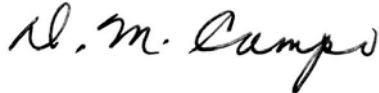
MEMBERSHIP BROCHURE

As an additional enhancement to your service contract coverage (the "Service Contract"), we are pleased to provide, at no extra cost for the full term of your Honda Care Service Contract, membership in Cross Country Motor Club, Inc. or Cross Country Motor Club of California, Inc. (together, "CCMC"). Your CCMC membership is effective from the date of your Honda Care Service Contract purchase and continues during the term of your Service Contract coverage. While your Service Contract is for the listed Honda vehicle (the "SC Vehicle"), your CCMC membership covers much more. As a member, you receive all of the motor club benefits for all of your Honda and Acura passenger vehicles and motorcycles that you enroll into the program (including the SC Vehicle).

CCMC has an extensive National Dispatch Network of approximately 30,000 24-hour service facilities available throughout the United States and Canada that are available to provide "Sign and Drive Emergency Service" with no cash outlay for the emergency roadside benefits, up to the benefit limit.

CCMC welcomes you as a member and looks forward to serving you, should you require membership assistance.

Sincerely,



D. M. Campo  
Manager, Member Services  
Cross Country Motor Club, Inc. and  
Cross Country Motor Club of California, Inc.

This Membership Plan is a program of, and all services are provided by and/or through, Cross Country Motor Club, Inc., except in Alaska, California, Hawaii, Oregon, Wisconsin, and Wyoming where services are provided by and/or through Cross Country Motor Club of California, Inc.

**CCMC TOWING AND ROADSIDE SERVICES\*†**

To obtain emergency towing or roadside assistance:

1. **Enroll your other Honda and Acura passenger vehicles and motorcycles** online that are owned or leased by you or your family members, that are registered to the same address of the SC Vehicle (you won't need to register the SC Vehicle, as we'll already have this information in our database): Please enroll these additional Honda and Acura vehicles at [www.hondasc.crosscountrymotorclub.com](http://www.hondasc.crosscountrymotorclub.com).
2. **When you need assistance, call toll-free 1-800-594-7400.**
3. **Provide the Roadside Assistance Representative** with the following:
  - **Service Contract number (your "membership number") or vehicle identification number ("VIN")**
  - **Area code and telephone number** where you can be reached
  - **Location of disabled vehicle** (city, state, street address and closest intersection or other identifying landmarks)
  - **Description of disabled vehicle** (year, make, model, color)
  - **License plate number and state**
  - **Type of service needed** (tow, flat tire, jump start, out of gas, etc.)
4. You will need to be with your Honda or Acura vehicle when service arrives, unless it is unsafe to remain with the vehicle.

5. CCMC will arrange for tow coverage to the nearest Honda or Acura dealership, or within 25 miles of the nearest dealership, provided:
- You or another person with your permission were driving the enrolled vehicle at the time of disablement.
  - The disabled vehicle is the SC Vehicle or it has been enrolled in the CCMC program by you at least 48 hours before the disablement.
- You will only need to **sign the invoice and drive on your way**. If the cost of the service exceeds your coverage, you must pay the excess at the time the service is provided.

- Emergency Road Service with coverage up to \$100.00 per incident (inclusive of the cost of service) for your enrolled Honda and Acura vehicles:
  - Flat Tire (with your good spare)
  - Jump-Start
  - Fuel Delivery (up to 3 gallons)
  - Lockout Assistance (does not apply to motorcycles)
- Emergency services described above are provided on a "Sign & Drive" basis with no out-of-pocket service expense up to the specified benefit limits.

#### **YOUR OTHER CCMC BENEFITS**

- Concierge Emergency Services provide you with the added security and convenience that you might not expect from a roadside assistance plan. We'll help with such assistance services as:
  - Urgent Message Relay - Should an emergency arise, we will communicate up to three urgent messages on your behalf. (For example: contacting a spouse or your office.)
  - Emergency Airline Ticket Assistance - If your covered vehicle is disabled, we can assist in determining available flights and fares, and in arranging the delivery of necessary airline tickets.
  - Special Emergency Service\* - we can also help arrange other emergency services, such as notifying police of an emergency or making travel arrangements requiring special accommodations. We can even arrange for the delivery of emergency cash up to \$1,000.00 to any of over 10,000 Western Union offices nationwide (subject to your personal credit card line authorization).
  - 24-Hour Weather Information\* - Anytime, day or night, weather information is available to you by calling 1-800-594-7400.
  - Insurance Claim Assistance\* - In the event of an accident with your Honda or Acura vehicle, we can contact an insurance claims adjuster to aid in expediting your claim.
  - Auto Glass Replacement Referral\* - Should you require emergency replacement of auto glass, we will direct you to a nearby authorized replacement facility or arrange on-site installation. (This is a referral service only and you will be charged separately by the auto glass company.)
  - Shipment of Personal Replacement Items\* - While you are traveling in your covered vehicle, we can even arrange for emergency shipment of personal items such as medications, eyeglasses, etc., or travel-related documents such as a passport or driver's license. In certain situations, you will need to contact the provider/issuer directly and we will arrange for shipment/delivery.
- Trip Interruption†: If a mechanical breakdown disables your covered vehicle overnight while more than 100 miles from your residence, we will reimburse you for food and lodging expenses for up to three consecutive days while your vehicle is being repaired.
  - Reimbursement is limited to \$100.00 per day, with a maximum benefit not to exceed \$300.00.This benefit requires prior authorization from CCMC by calling 1-800-594-7400 before incurring trip interruption expenses. The telephone number is available 24 hours a day, 365 days a year.
- Available as often as you wish, you are entitled to FREE Honda Care Computerized Touring Packages. The Honda Care Touring Package gives you everything you will need to get your trip off to a great start, including detailed driving directions, distance between stops, route numbers, projected driving time, and more. This information is compiled from our database of over 160,000 cities, towns, and points of interest across the U.S. and Canada, and is updated regularly to provide the most accurate service. Appropriate trip and destination maps complement the routing. You can request the most direct route or the scenic route. Each package also includes a listing of all Honda dealers along your route in case you are in need of parts or service. To order your Touring Package, simply call Honda Care Roadside Assistance at 1-800-594-7400. Please allow three weeks for delivery.

\* CCMC acts as a dispatcher or referral service to persons or entities that provide the actual service. These persons and/or entities are independent contractors.

† Benefits are covered under a contractual liability policy issued by Old Republic Insurance Company, Tulsa, Oklahoma, under policy #GAL-672-825-1280.

**REIMBURSEMENT IN CERTAIN CIRCUMSTANCES:**

When, because of unusual circumstances, (a) you are seeking to directly obtain emergency towing or roadside service benefits, or (b) you are seeking to obtain trip interruption benefits, first you must call Cross Country Motor Club, Inc. and receive an authorization number (please call 1-800-594-7400). For reimbursement (up to \$100 for towing or roadside services, or up to the specified maximum benefit per occurrence) please send us your original (not a photocopy) pre-printed itemized receipt (including name, address, and telephone number of the service provider), your authorization number, your name, address, membership number or VIN, and a description detailing the services provided (including the date) and amount of the service charges.

All claims must be mailed to Cross Country Motor Club, Inc., Claims Department, P.O. Box 9145, Medford, MA 02155 within thirty (30) days of the disablement or occurrence, accompanied by the bill and verification records requested previously. Claims received after that time period may not be honored and are subject to the full discretion of CCMC.

Reimbursement for directly obtained emergency towing and roadside services is not available if CCMC's network of towers and roadside providers were available to provide you with assistance. Any reimbursement for towing or roadside services will be limited to authorized services you received through your own service provider (a service provider is defined as a Honda/Acura dealership, an established commercial garage, service station or other repair facility). Private citizen's assistance is not reimbursable.

**This motor club brochure sets forth the membership terms:**

1. Whenever we refer to "you" and "your" throughout these motor club guidelines, we refer to the member named on the membership card and whenever we refer to "we," "us," "our," or "CCMC," we are referring to Cross Country Motor Club, Inc. and/or Cross Country Motor Club of California, Inc.
2. Your club membership begins on the date shown on your membership card and will continue until the expiration date shown. Your membership will not renew at the expiration of the term. You may cancel coverage at any time by giving written notice to CCMC.
3. At no additional cost, you may enroll up to five (5) additional Honda and Acura passenger vehicles and motorcycles that are owned or leased by you or your family members provided they are registered at your home address; to enroll, log onto the Honda motor club portal at [www.hondasc.crosscountrymotorclub.com](http://www.hondasc.crosscountrymotorclub.com). Please contact CCMC if you do not have access to the Internet by sending your enrollment information for the additional Honda/Acura vehicles to Honda Full Family Program, P.O. Box 9145, Medford, MA 02155. Please include your name, address, service contract number, along with a list of the Honda/Acura vehicles to be enrolled with the make, model and VIN for each of these vehicles.
4. Cancellation and refund provisions do not apply when membership was obtained without payment to us by you, but rather in conjunction with the purchase of another product, service or as a gift.
5. Benefits are available in the 50 States of the United States of America, the District of Columbia, and Canada. You will not be required to pay any additional sum for the services that are specified under the terms of the motor club membership guidelines (up to dollar limits set forth herein).
6. The terms of these motor club guidelines which are in conflict with the statutes of your state of residence are amended to conform to the statutes of that state.
7. The towing and roadside service rendered by CCMC is an "emergency service" and not a general repair service. When the covered vehicle is unable to safely proceed under its own power either on the member's premises (garage or driveway) or any normally traveled public street, highway, or parking area, it is considered to be disabled. In case of disablement, you or the driver authorized by you, must call the toll-free 800 number listed on your CCMC membership card to obtain service.
8. Your CCMC membership benefits cover you and any driver authorized by you, while driving an enrolled Honda or Acura vehicle (which automatically includes the SC Vehicle).
9. Benefits are not applicable if disablement is due to an act of nature, war, insurrection, riot, etc.
10. In order to receive Towing or Emergency Road Service, the covered vehicle must be disabled.
11. This benefit does not, and is not intended to, replace any automobile liability and personal injury insurance.
12. NOTE: ONLY ONE ROAD SERVICE TYPE DISABLEMENT FOR THE SAME CAUSE DURING ANY CONSECUTIVE 7-DAY PERIOD WILL BE ALLOWED.

**Examples of Non-Covered Items:**

The purpose of the towing and road service benefits are to provide services in emergency situations. An emergency situation does not include:

1. All parts, labor and supplies provided while at an auto repair shop or service station or towing to another location.
2. Service for taxicabs, tractors, boats, rental vehicles, commercial vehicles, dune buggies, trucks or vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked, impounded vehicles or any vehicles in tow.
3. Any and all taxes, fines, or ambulance charges.
4. Rental of towing equipment.
5. Towing at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking or other violations of law or towing by other than a licensed service station or garage.
6. Installation or removal of snow tires, repairs to studs, mounting and dismounting snow chains.
7. Repeated service calls for a vehicle in need of routine maintenance or repair.
8. Shoveling snow from around a vehicle.

9. Vehicle storage charges, cost of parts and installation of products, materials, impoundment, and additional labor relating to towing.

NOTE: Since the service facilities are independent contractors and are not agents or employees of CCMC, CCMC can assume no liability for any damage to a member's vehicle resulting from the rendering of service or for personal items left in the vehicle. Any claims for damage to the property or person of a member must be filed against the servicing facility.

**The laws of the various states require us to make the following disclosures:**

**A. THIS IS NOT AN INSURANCE CONTRACT.**

**B. THIS IS NOT A LIABILITY POLICY AND DOES NOT COMPLY WITH ANY FINANCIAL RESPONSIBILITY BY LAW.**

**C. THIS IS NOT AN AUTOMOBILE LIABILITY INSURANCE CONTRACT.**

**D. THIS IS NOT AN AUTOMOBILE LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT.**

**Specific State Provisions:** The schedule of benefits, terms and conditions may vary to conform to state laws as they exist from time to time:

- **California Residents:** This brochure, together with the membership card, is provided to California residents to indicate membership in the motor club, and is not a service contract under California law. If the membership is cancelled and you have paid actual consideration for the motor club membership, you will receive a pro rata refund, without any deductions.
- **Maryland Residents:** In Maryland, the program is offered by Cross Country Motor Club, Inc., with a home office at One Cabot Road, Medford MA 02155 (telephone number 1-800-594-7400). While the company does not have a physical location in the state, service of process may be made upon Cross Country Motor Club, Inc. through its registered agent. Maryland residents are asked to use the above listed toll-free number to contact the company by telephone. The Trip Interruption benefit is not available for Maryland residents.
- **Mississippi, Nevada, and Oklahoma Residents:** If the membership is cancelled and you have paid actual consideration for the motor club membership, you will receive a pro rata refund, without any deductions.
- **Montana Residents:** Pursuant to MCA 61-12-301(12) and MCA 61-12-309 (the Montana motor club statutes), this brochure constitutes a "service contract" and upon receipt of membership, the member agrees and acknowledges the following: (1) this "service contract" is deemed to have been signed by the member and motor club; and (2) the member and motor club have each received a copy of this fully executed "service contract". Your signature on this "service contract" is deemed to have been received through one or more of the following methods: (i) if you have enrolled through the purchase of another product or service through your Honda/Acura dealership, your signature on the application is deemed your signature, (ii) if you have enrolled by phone, your verbal approval pursuant to MCA 30-18-102(9) (the Montana Electronic Transactions Act) is deemed your electronic signature, (iii) similarly if you have enrolled through a web or mobile portal, your electronic approval is deemed your electronic signature, and/or (iv) if you have enrolled by mail, your signature on your written application is deemed your signature. If the membership is cancelled and you have paid actual consideration for the motor club membership, you will receive a pro rata refund, without any deductions.
- **Utah Residents:** Under Utah law, these benefits may only be cancelled by CCMC upon 30 days' written notice in the event of any of the following: (i) a material misrepresentation by you, (ii) a substantial change in the risk assumed reasonably unforeseen by CCMC, or (iii) a substantial breach of your contractual duties, conditions or warranties. With respect to the trip interruption benefits and reimbursement requests, a failure to provide timely notice or submit evidence of expenses within 30 days will not invalidate your claim if it was not reasonably possible for you to give the notice or file the receipts within 30 days and notice was given or the claim was filed as soon as reasonably possible.
- **Wisconsin Residents:** Under Wisconsin law, these benefits may be deemed an insurance policy. After the first 60 days and prior to the expiration of the term Cross Country agrees that it will not cancel your benefits except: (a) for failure to pay the membership fee; (b) in the event of material misrepresentation by you; (c) in the event of a substantial change in the risk assumed reasonably unforeseen by Cross Country; or (d) for a breach of duties, conditions, or warranties by you. No cancellation will become effective until at least ten days after the first class mailing or delivery of a written notice to you. You may cancel your membership at any time upon ten (10) days prior notice to CCMC. If you have a monthly membership and are paying in advance, you will be entitled to a refund for the month in which you have not received the membership benefit. For annual memberships, you will be entitled to a refund on the unused portion. **KEEP THIS WITH YOUR INSURANCE PAPERS. PROBLEMS WITH YOUR INSURANCE?** If you are having problems with your insurance company or agent, do not hesitate to contact the insurance company or agent to resolve your problem. You can also contact the OFFICE OF THE COMMISSIONER OF INSURANCE (a state agency which enforces Wisconsin's insurance laws) to file a complaint. You can contact the OFFICE OF THE COMMISSIONER OF INSURANCE by writing to:

Office of the Commissioner of Insurance  
Complaints Section  
P.O. Box 7873  
Madison, WI 53707-7873

or you can call 1-800-236-8517 (within Wisconsin) or 608-266-0103 and request a complaint form. Cross Country's address in the state of Wisconsin is 3815 North Brookfield Road, Suite 104, Brookfield, WI 53045-1973. With respect to the trip interruption benefits and reimbursement requests, the submission of your claim for reimbursement should be made as soon as reasonably possible. Failure to give CCMC notice within the 30 days will not invalidate or reduce your claim unless CCMC is prejudiced by the failure to receive such notice. Under state law, CCMC may not cancel the membership due to excessive usage of the program by a member.

- **Wyoming Residents:** Cross Country Motor Club of California's address in the state of Wyoming is 1712 Pioneer Avenue, #120, Cheyenne, WY 82001. If the membership is cancelled and you have paid actual consideration for this motor club membership, you will receive a pro rata refund, without any deductions. This CCMC Membership Plan is on file with the Wyoming Insurance Department effective 07/2014.

EXECUTIVE OFFICES:

CROSS COUNTRY MOTOR CLUB, INC.  
One Cabot Road  
Medford, MA 02155

CROSS COUNTRY MOTOR CLUB OF CALIFORNIA, INC.  
275 East Hillcrest Drive, Suite 165  
Thousand Oaks, CA 91360

(Please direct all communications to the Massachusetts office)

RESIDENT AGENT OFFICES:

Maryland	c/o The Corporation Trust Incorporated 351 West Camden Street Baltimore, MD 21201
Montana	c/o CT Corporation System, Inc. 3011 American Way Missoula, MT 59808
Nevada	c/o The Corporation Trust Company of Nevada 701 S. Carson Street, Suite 200 Carson City, NV 89701
Oklahoma	c/o The Corporation Company 1833 South Morgan Road Oklahoma City, OK 73128
Wyoming	c/o CT Corporation System, Inc. 1712 Pioneer Avenue, #120 Cheyenne, WY 82001