

United Motor Club of America, Inc.

Sales Guide

*A Complete Guide and Reference
Source for Selling Memberships
in United Motor Club*



"Your Ideal Traveling Companion!"

United Motor Club of America, Inc.
130 Arkansas Street
P.O. Box 60 • Paducah, Kentucky 42002-0060
Phone 270-442-5533 • Toll-Free 800-436-7022 • Fax 270-443-5556
website: www.unitedmotorclub.com
email: umc@paducah.com

UNITED MOTOR CLUB OF AMERICA, INC.

United Motor Club is a **membership** program established to provide service and protection to the motoring public. It should never be thought of or referred to as *insurance* even though many benefits of membership are paid as reimbursement after filing of a claim by members. Automobile clubs and associations are regulated under separate laws in most states and should not be confused with insurance regulations.

United Motor Club is headquartered in Paducah, Kentucky. With the outstanding benefits offered, our company is adding thousands of satisfied customers each and every day.

Most important is the fact that in deference to its low cost, United offers benefits to its members that are superior to those of many better known motor clubs. By offering this product through your company or organization, you are providing a valued service to your customer or member.

Within this booklet, you will find all the information needed to explain the product as well as samples of the forms necessary for enrolling members. It is our goal to always make signing and renewing of memberships as simple as possible.

If at any time you have a question, please do not hesitate to call us at 1-800-436-7022.

Your United Motor Club Benefits Include:

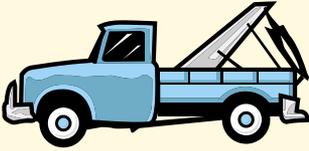
- Emergency Road Service “ERS”
- 24 Hour Dispatch “ERS”
- Emergency Travel Expense
- Emergency Ambulance Expense
- Travel Itinerary Service
- \$100 Traffic Court Defense
- Stolen Automobile Reward
- Personal Defense Fees
- Legal Fees
- Traffic Court Appearance Bond
- \$10,000 Bail Bond
- Additional benefits may from time to time be added as we enhance our product.

Member: One individual paying membership fees.

Associate Member: Defined as member of household and can include student away at school.

Membership covers the individual, not the automobile.

Look at the many benefits of membership...



■ Emergency Services

Call a service vehicle to your disabled auto and the Club will reimburse up to \$50.00.

United Motor Club has the best road service benefit in the motor club business. Anytime and any place a member's automobile is disabled, UMC will pay up to \$50.00 for a serviceman going to member's aid. Member can call a service station or mechanic of his choice. Parts are not included, but the labor in delivering parts or gasoline and the charges made by repairman coming to member's disabled auto to attempt roadside repairs, including a battery boost, wheel change, and minor repairs of all types, are covered. An accident need not occur to entitle member to this benefit.

UMC will reimburse member up to \$10.00 for flat tire repair or dead battery change. These benefits are payable in addition to Emergency Road Service and the tire repair and battery change can be done at a service station.

UMC will also pay up to \$50.00 if member has to call a wrecker to extricate his vehicle from a disabling place or to take member's car to a

garage for repairs. Many motor clubs require an accident to have disabled member's car before wrecker service is covered. Some clubs will pay an "authorized" wrecker service upon member's signing for service. UMC lets you call any wrecker service you prefer.

Member can call any garage or service station of their choice, OR they can call UMC's 24-hour Dispatch Service and a service vehicle will be dispatched to their location as quickly as possible. Please see "Application for Membership" for Dispatch toll-free number and benefit limitations.



■ \$50 Lock and Key Service

The Club will reimburse member up to \$50.00 if serviceman or locksmith is called upon to open member's locked auto.

Lock and Key Service is also included. If it is necessary to have a locksmith open a member's automobile or garage, UMC will pay up to \$50.00 for this service.



■ Emergency Travel Expense

If your car becomes disabled more than 100 miles from home, the Club will pay up to \$200.00 to continue your journey or for room and board while waiting on auto repairs.

Our emergency travel expense benefit is the best in the motor club industry. UMC is one of a very few motor clubs offering an emergency travel expense without requiring an accident. Most other clubs require an accident to occur before making this benefit available. Other clubs have a daily limit to reimbursable expenses.

Emergency Travel Expense Benefits Include:

Room and Board The Club will reimburse your room and board expenses up to \$200.00 while waiting on your car to be repaired.

Transportation Within the \$200.00 per incident limit, the member may elect to continue his or her journey with a rented car, or purchase a plane or bus ticket.

\$300 Available for Two or More Members If the member and an associate(s) member are traveling together, then the maximum benefit for emergency travel is increased to \$300.00.

Members Working Away from Home

If a member is working more than 100 miles away from home where his vehicle becomes disabled, UMC will not reimburse for room and board, however, we will reimburse for substitute transportation while member's auto is being repaired.

Claim Requirements

UMC requires that a claimant for Emergency Travel Expense be traveling and not "arrived." This means that if a disablement occurs and the lodging and food expense were incurred at the location of a member's destination, then these expenses would not be reimbursable. However, auto rental expense while member's auto is being repaired would still be a compensable expense. The Club may require proof that member's vehicle was disabled, such as a bill from a garage.

LIMITATIONS *UMC does not reimburse for towing or road service performed by a private citizen. The person charging for such services must be in the business of providing them to the general public. There is also an exception where the provider is a relative of the member. UMC has the right to refuse to reimburse any expense for wrecker and road service performed by another member of the family.*

"I was more than satisfied with Motor Club... I will recommend this club to others."
—Ms. Johnson



■ Emergency Ambulance Expense

The Club will reimburse member up to \$100.00 for ambulance fees for transporting member from an auto accident to a hospital.

The ambulance expense benefit is paid directly to member upon presentation of a paid receipt, regardless of any insurance benefit member may receive.



“Friendliest Service I have ever received!”
—Mrs. Booker
Birmingham, AL



■ Free Travel Itinerary

The Club will supply a travel itinerary showing the best route to any destination on the continent.

Within 15 days of receiving a request, the Club will provide the member with a complete travel itinerary giving the most direct or time saving route from member’s home to destinations anywhere in the continental United States or Canada.

■ \$100 Traffic Court Defense

Up to \$100.00 will be paid to member’s attorney to defend member on a traffic ticket.

For ordinary traffic tickets, the Club will pay member’s attorney up to \$100.00 to defend member in traffic court. Many attorneys will attend traffic court for the fee that is available through UMC membership. The member merely chooses a lawyer and sends the Club a copy of his bill and proof of the charge.

EXCEPTION *United Motor Club will not make bonds or pay attorneys fees in cases where member is charged: with driving under the influence of alcohol, drugs or narcotics; while operating a vehicle without proper license or permit; or for operating an overweight or otherwise illegal vehicle.*



■ **\$2,500 Stolen Automobile Award**

The Club will fund a reward of up to \$2,500.00 posted by member for information leading to the arrest and conviction of person stealing member's auto.

If information which leads to the arrest and conviction is obtained as a direct result of member posting of the reward, UMC will pay the posted reward up to the maximum of \$2,500.00.

■ **\$750 Personal Defense Fees**

When charged with manslaughter due to an automobile accident, Club will pay the attorney of member's choice up to \$250.00 to defend the member in preliminary hearing and up to \$250.00 each for subsequent trial or hearing, not exceeding \$750.00 per incident.

Attorney fees for the personal defense of member charged with a serious crime as the result of an automobile accident are paid directly to the member's lawyer. Proof of charges and attorney's itemized bill must accompany claim.

Public policy dictates that a motor club encourage its members to drive soberly and legally. However, when member finds himself charged with speeding or running a traffic light or stop sign, or a myriad of other traffic offenses, UMC stands ready to help.



■ **\$100 Legal Fees—Injury**

Up to \$100.00 in fees to the attorney of member's choice to collect for personal injuries sustained in auto accident.

Should member desire to hire an attorney and prosecute in a small claims court for negligence resulting in personal injuries received in an automobile collision, UMC will help interest an attorney in representing member with this fee benefit. This is especially helpful where the dollar potential for recovery is low

*"I couldn't believe how fast things were handled...no forms and no complications!"
—Ms. Purvis*

United Motor Club of America, Inc. Membership Term Report

| Membership | | YOUR COMPANY NAME | | BRANCH # | | | | | |
|------------------------------|--|-------------------|--------------|----------------|-----------|--------------|-------------|-------------|----------|
| Members active as of 5/25/05 | | | | | | | | | |
| ID | Name | Address | City/ST | Effective Date | Orig Term | Expired Term | Remain Term | Expire Date | |
| 240393 | Ables, Paul | 123 Any Street | Any City USA | 05/06/05 | 15 | 0 | 15 | 08/06/06 | |
| | | | | | 15 | 0 | 15 | | |
| 195932 | Adams, Albert Adams, Carolyn | 123 Any Street | Any City USA | 06/29/04 | 18 | 11 | 7 | 12/29/05 | |
| | | | | | 18 | 11 | 7 | | |
| 549 | Adams, Carolyn Adams, Albert | 123 Any Street | Any City USA | 02/20/04 | 18 | 15 | 3 | 08/20/05 | |
| | | | | | 18 | 15 | 3 | | |
| 606 | Adams, Demaris Adams, Catrina | 123 Any Street | Any City USA | 12/14/04 | 18 | 5 | 13 | 06/14/06 | |
| | | | | | 18 | 5 | 13 | | |
| 208343 | Adams, Gloria Brown, Lurcatha | 123 Any Street | Any City USA | 05/16/06 | 18 | 0 | 18 | 11/16/07 | |
| | | | | | 11/16/04 | 18 | 6 | 12 | 05/16/06 |
| 908 | Adams, Robert Lee Adams, Annie M. | 123 Any Street | Any City USA | 11/15/04 | 36 | 6 | 30 | | |
| | | | | | 18 | 6 | 12 | 05/15/06 | |
| 928 | Adams, Sharon | 123 Any Street | Any City USA | 12/02/04 | 18 | 5 | 13 | 06/02/06 | |
| | | | | | 18 | 5 | 13 | | |
| 969 | Adams, Teresa | 123 Any Street | Any City USA | 09/25/05 | 21 | 0 | 21 | 06/25/07 | |
| | | | | | 03/25/04 | 18 | 14 | 4 | 09/25/05 |
| 978 | Adams, Thurman | 123 Any Street | Any City USA | 05/28/04 | 39 | 14 | 25 | | |
| | | | | | 18 | 12 | 6 | 11/28/05 | |
| 1023 | Adams, Wilma Adams, Eddie | 123 Any Street | Any City USA | 12/21/04 | 18 | 5 | 13 | 06/21/06 | |
| | | | | | 18 | 5 | 13 | | |
| 2450 | Allen, Felecia Allen, Tyrone Allen, Tyrone | 123 Any Street | Any City USA | 04/25/06 | 24 | 0 | 24 | 04/25/08 | |
| | | | | | 10/25/04 | 18 | 7 | 11 | 04/25/06 |
| 208355 | Allen, Jerome Allen, Mavnie | 123 Any Street | Any City USA | 11/29/04 | 42 | 7 | 35 | | |
| | | | | | 15 | 6 | 9 | 02/28/06 | |
| 2999 | Alsbrook, Daniel | 123 Any Street | Any City USA | 03/23/04 | 15 | 6 | 9 | | |
| | | | | | 24 | 14 | 10 | 03/23/06 | |
| | | | | | 24 | 14 | 10 | | |

Wednesday, May 25, 2005

United Motor Club of America, Inc. will provide each branch within your organization a Quarterly Membership Term Report via email or First Class Mail. Please use this report to determine how much Motor Club your customer qualifies for. We limit Total Outstanding Term to 60 months (36 Months in Alabama). By using this report, you can avoid over-selling UMC and eliminate our need for rebate payments due to mistakes in term.

■ \$100 Legal Fees— Auto Damage

Up to \$100.00 in fees to the attorney of member's choice to collect for damage to member's auto sustained in a collision.

An additional fee is available to retain a lawyer to prosecute for negligence in causing property damage to member's automobile. This fee is especially helpful where damages due member are less than the deductible on collision insurance and where the recoverable damages are not large enough to interest a lawyer to handle the case on a contingent free basis.

Up to \$200 Civil Legal Fees

Both of these civil legal fees may be claimed by an attorney representing member suffering both property damage and injuries in the same accident.



“Very pleased
with Motor Club!”
—Mr. Richard Pearson

■ Traffic Court Appearance Bond

The membership card represents the UMC's promise to pay up to \$200.00 to assure member's appearance in traffic court.

Within thirty days of membership purchase, each member receives a “Membership Card” directly from United Motor Club by first class mail. In the event a member is stopped and charged with a traffic offense, the card may be submitted instead of cash, bond or driver's license as assurance of member's appearance in court. If member does not appear, UMC will pay the court, however, reimbursement will be expected from member. **WE DO NOT PAY FINES FOR MEMBERS,** we only assure appearance.

If the Bond Card is Not Accepted

The law does not require that the arresting officer, clerk or traffic court accept a membership card in lieu of other assurance that member will appear in court. Most clubs do not accept responsibility beyond issuance of the membership card, however, UMC goes a step further for its members. If our card is not accepted, call us on our toll-free number and we will wire cash, up to \$200.00, to obtain member's release.

■ Bail Bond

If member is arrested for manslaughter with an automobile, the Club will pay \$10.00 cash per \$100.00 bond to a professional bondsman. Just call us toll-free!

If member should become involved in an automobile accident resulting in serious injury or death and a charge of criminal negligence or manslaughter is placed against member, UMC will help obtain his or her release by paying up to \$1,000.00 to a professional bondsman. This amount would ordinarily pay for \$10,000.00 bail bond, which should be sufficient to obtain member's release, unless alcohol, drugs or some other criminal activity is involved. See exceptions listed on "Invitation to Join" pamphlet and application.



"It's a wonderful club.
I have no complaints.
I love it."
—Ms. Jones

■ Invitation to Join Pamphlet

This pamphlet gives prospective members a complete explanation of benefits, which includes definitions, exceptions, and claims processing.

If a member has a question, the Club is as close as the toll free number, **1-800-436-7022**.

■ Application

The application has been designed for simple processing. Under normal circumstances, the Club requests applications (sample on page 11) and the remittance report (sample on page 11) be forwarded to the Club with payment for membership on the 15th and the end of each month. This enables our prompt processing of applications and providing the member with the membership packet.

On application and remittance report, always remember:

- Print or type clearly.
- Give names of both the Member and the Associate Member.
- Always give complete address, including zip code.
- Include sale date.
It is important because membership starts that day.
- Always insert the amount of fee collected. This tells us the term of membership.

■ Definition of Terms

Master Member

One individual paying full membership fees.

Associate Member

Spouse or other member of Master Member's household. Associate member receives full benefits of membership except when traveling with Master Member 100 miles from home, the Emergency Travel Expense benefit is limited to \$300.00

Automobile

Any vehicle operated by member which is legal transportation on highways of any state in the USA or provinces of Canada, except human powered machines. This includes street-legal motorcycles and horse-drawn wagons. If vehicle is being operated off-road or as an all-terrain vehicle by member when incident giving rise to a claim arises, member will not be entitled to benefits.



Fleet Vehicles

Fleet vehicles meeting the above definition of an automobile will be considered an automobile for membership benefits ONLY if member is operating the vehicle at the time a disabling event occurs and is responsible for the expense reimbursement claimed.

United Motor Club membership applies to the member and not to the vehicle. Member need not own the vehicle he is operating, provided he is responsible for the expense to be reimbursed.



"I was amazed at how promptly my claim was processed. I will certainly recommend your service to my friends."

—Ms. Rose Lee Cooper

APPLICATION FOR MEMBERSHIP

To: United Motor Club of America, Inc. P.O. Box 60 Paducah, KY 42002

Membership No. _____ (To be issued by Club)

I hereby apply for membership in United Motor Club of America, Inc. and in so doing I fully understand that membership is NOT INSURANCE of any kind and the benefits to which I will be entitled upon acceptance hereof are governed by applicable state laws pertaining to auto clubs or associations. I acknowledge receipt of a copy of "Club Benefits, Limitations and Exceptions" and understand that I will receive a "Membership Card" from the club upon acceptance of this membership application.

Master Member John Smith Associate Member Jane Smith

Address 123 Main Street
Any City, USA 00000 5-1-97 \$ 180.00
 Date Fee Collected

DISCLOSURE AND ACKNOWLEDGMENT

The undersigned requests Your Company's Name to pay membership in United Motor Club from the proceeds of a loan just made by me. I have been informed and fully understand the following about my membership:

- (1) Purchase of a motor club membership is not a required condition of the loan;
- (2) The membership is not insurance of any kind and does not secure the loan or any collateral for said loan;
- (3) I have immediate club membership but my application may be refused and cancelled by Club; and
- (4) I may cancel my membership within thirty (30) days by written notice to Club and receive a full refund of the membership fee, provided I have made no claims for membership benefits.

WITNESS my hand this 3rd day of May, 19 97

Applicant's Signature _____

Sample Application for Membership



UNITED MOTOR CLUB OF AMERICA, INC.

P.O. Box 60 • Paducah, KY 42002
 1-800-436-7022



UMC497

Members of United Motor Club have peace of mind knowing that when the unexpected expenses of travel occur, they can call on their club for these outstanding aids and expense reimbursements:



United Motor Club of America, Inc. • P.O. Box 60 • Paducah, KY 42002 • 800-43-7022

UNITED MOTOR CLUB
 of America, Inc.

REMITTANCE REPORT

Sample Remittance Report

Agent Name Your Company's Name Date 5-15-97

Address Your Company's Address

City & State _____

| | NAME | ADDRESS | Effective Date | Amount Collected |
|----|--|---|----------------|------------------|
| 1 | Member <u>John Smith</u> Associate Member | No. Street or Box <u>123 Main Street</u> City State Zip <u>Any City USA 00000</u> | 5-1-97 | \$180.00 |
| 2 | Member <u>Jim Williams</u> Associate Member | No. Street or Box <u>4567 Farwood Avenue</u> City State Zip <u>Tombville, TN 38001</u> | 5-3-97 | \$ 90.00 |
| 3 | Member <u>Bill Jones</u> Associate Member | No. Street or Box <u>890 Country Club Lane</u> City State Zip <u>Southtown, AL 35010</u> | 5-4-97 | \$ 60.00 |
| 4 | Member <u>Richard Johnson</u> Associate Member | No. Street or Box <u>1234 Fairmont Way</u> City State Zip <u>Dogwood, KY 42100</u> | 5-7-97 | \$270.00 |
| 5 | Member <u>Sarah Wilson</u> Associate Member | No. Street or Box <u>567 Executive Blvd.</u> City State Zip <u>Grassland, MS 39501</u> | 5-10-97 | \$ 30.00 |
| 6 | Member Associate Member | No. Street or Box City State Zip | | |
| 7 | Member Associate Member | No. Street or Box City State Zip | | |
| 8 | Member Associate Member | No. Street or Box City State Zip | | |
| 9 | Member Associate Member | No. Street or Box City State Zip | | |
| 10 | Member Associate Member | No. Street or Box City State Zip | | |
| 11 | Member Associate Member | No. Street or Box City State Zip | | |
| 12 | Member Associate Member | No. Street or Box City State Zip | | |
| 13 | Member Associate Member | No. Street or Box City State Zip | | |
| 14 | Member Associate Member | No. Street or Box City State Zip | | |

TOTAL \$630.00

Frequently Asked Questions

- ? When do I send in remittance reports, applications, and payments for membership?** On the fifteenth and last day of each month. This enables United Motor Club to get membership packets out to customers on timely basis. Some companies make checks for memberships at the time of the sale to: John Q. Customer and/or United Motor Club. Others make one check payable to United Motor Club on the fifteenth and last day of the month. This is up to you. The original application is to be sent with the remittance report and the check(s) for cost of membership. One copy of the application goes to the customer and one copy is for your file.
- ? How are commissions paid?** Commissions are paid after the remittance report is received at the end of the month.
- ? Can we pay commissions directly to employees for selling the product?** Yes. United Motor Club will be happy to break commissions down in any way you prefer. You advise us what you want and we do all of the paperwork, including sending 1099 forms to your employees at year end.
- ? How does a customer file a claim?** United Motor Club is a reimbursement program. The customer simply sends a receipt for services rendered to United Motor Club for reimbursement. Some claims will require proof for benefit, such as emergency travel expense.
- ? Can I sell the product if I don't make a loan?** Yes. Just complete the application and collect the membership fee. (Not in Mississippi through a consumer loan office.)
- ? Can I add to an existing membership when I renew a loan when a customer is already a member?** Yes.
- ? Does the membership cover the customer out of the United States of America?** Yes. Anywhere in Canada or Mexico.
- ? Do my customers need to have a valid Driver's License to qualify for United Motor Club?** Yes. Although in many states there is no such statute, we believe this is a common sense issue and request that you make certain ALL United Motor Club members have a valid Driver's License.

Other Points of Interest to You

This product is a direct sale, and unlike credit life and accident and health, it is not subject to rebate on pre-payments. It also benefits your bottom line as the profit from the sale goes directly to profit. It also increases your loan amount at the time of the sale and a large percentage of the cost comes right back to you in the commission paid for the sale.