



Membership

Member Handbook

Your guide to CAA Membership services and benefits.

FOR 24-HOUR ROADSIDE
ASSISTANCE CALL

1.800.222.4357

(1-800-CAA-HELP) OR * 222
ON YOUR CELL PHONE

NOT AVAILABLE ON ALL CELLULAR CARRIERS IN
NORTH AMERICA.

caaneo.ca

YOUR CAA

A CAA MEMBERSHIP IS ONE OF THE BEST INVESTMENTS YOU'LL EVER MAKE

By becoming a Member, you join more than six million Canadians who make CAA the largest auto club in Canada. And unlike other auto clubs, your Membership applies to you. **That means you're protected no matter what car you're in.** This high level of customer service has made us the most trusted name in roadside assistance for more than 100 years.

CAA provides services and benefits unmatched by any other auto club. That includes best-in-class travel, as well as home and auto insurance. What's more, a CAA Membership isn't just practical — it's pleasurable. Your Membership opens the door to a world of adventure. A CAA Travel Professional can help you plan your trip with access to travel benefits and perks you won't find on your own. They have the insight and expertise to help you save time and money. You also get access to instant savings through our CAA Rewards program. From restaurants to shopping malls, cinemas to sporting events; CAA offers so many ways to make saving fun and easy.



Travel
Insurance
Rewards
Auto

CAA BENEFITS & SERVICES



CAA ROADSIDE ASSISTANCE

A CAA Membership is unique: Membership covers you no matter what car you're driving in — even if you're the passenger.

Visit caaneo.ca/roadside



SAVE, EARN, AND REDEEM WITH CAA REWARDS®

Show your Membership at CAA Rewards partners and instantly save money, earn CAA Dollars®, or both at 126,000 partner locations. Redeem your dollars for trips, merchandise and more.

Visit caaneo.ca/rewards



CAA INSURANCE

You'll have access to a full suite of Auto, Home and Travel¹ insurance products with Member-exclusive discounts. Additional benefits exist when you bundle your Auto and Home insurance.²

Visit caaneo.ca/insurance



CAA TRAVEL

CAA is one of the largest Member-based travel agencies in the world and we know where to find special packages and perks you can't get booking on your own.

Visit caaneo.ca/travel

1. CAA Travel Insurance is underwritten by Orion Travel Insurance Company. Certain exclusions, limitations and restrictions apply.

2. Auto & Home Insurance are underwritten by CAA Insurance Company. Underwriting eligibility rules apply.

GETTING STARTED

Welcome to CAA! Here are a few things to help you get started with your new CAA Membership.

YOUR CAA ACCOUNT

Go online to register for My Account. Once completed, you can manage your account at any time. Sign up for eBilling to view your bill online, check your CAA Dollars®, sign up for CAA's eNewsletters, and more! Visit caaneo.ca/myaccount and register today.

CAA GOES WITH YOU

CAA's **Mobile App** helps you get Roadside Assistance, look up CAA Rewards®, and even find CAA Approved® lodging and restaurant establishments, no matter where you are. Download the CAA App at caaneo.ca/apps.

CAA SERVICE TRACKER

When you place a Roadside Assistance call with CAA, you can view live updates, your call status, estimated wait times and your CAA driver location with **CAA's Service Tracker**.* You can access Service Tracker online or through the CAA App. Visit caaneo.ca/howto for more details.

*Where service is available.

ROADSIDE ASSISTANCE

HOW TO REQUEST ROADSIDE ASSISTANCE

CAA Roadside Assistance is available 24 hours a day, seven days a week.

ANYWHERE IN NORTH AMERICA

Call **1.800.222.4357 (1.800.CAA.HELP)**

CANADIAN CELL PHONE USERS

Dial ***CAA (*222)**¹ to reach the closest CAA dispatch centre, toll-free. In many areas of the U.S., cellular phone users can dial ***AAA** (*222). User fees may apply.

WEB

caaneo.ca/automotive

MOBILE APP

Apple and Android users can request service through the CAA Mobile App. More details at caaneo.ca/apps

To provide you with the fastest possible service, you should have the following information available when requesting service:

- Location of your vehicle
- Vehicle year/make/model and colour
- The licence plate number (must have a valid sticker)
- The apparent problem with the vehicle
- The towing destination, if required
- Your Membership card and photo ID

1. * 222 dial function for Roadside Assistance is not available on all cellular carriers in North America, and therefore may not work in all areas.

CAA REWARDS® & CAA DOLLARS®

EXCLUSIVE MEMBER SAVINGS

As a CAA North & East Ontario Member, you get a lot more than just the peace of mind that comes with our reliable Roadside Assistance. Start using the CAA Rewards® Program today by showing your Membership card at CAA Rewards partners to instantly SAVE or EARN CAA Dollars® – or both! You can REDEEM your CAA Dollars for trips, merchandise and so much more.



SAVE WITH CAA REWARDS

Instantly SAVE at more than 126,000 partner locations worldwide, including the biggest brand-name stores, hotels, restaurants, attractions and more.



EARN CAA DOLLARS

CAA Dollars are exclusive to CAA Members. EARN CAA Dollars online at caarewards.ca/neo or at participating in-store partners. Each CAA Dollar you EARN is equal to \$1 CAD.

Sign up for **CAA's Express Renewal** Plan (details on page 18) and EARN 10 CAA Dollars.**

Sign up for **eBilling** and view your CAA Membership bill online and EARN 5 CAA Dollars.**

Create your **My Account** and EARN 5 CAA Dollars.**

*Terms and conditions apply. Offers and partners subject to change without notice. **CAA Dollars® is a loyalty program for CAA North & East Ontario Members. You must have a valid CAA Membership to participate in the CAA Dollars program, including redeeming your CAA Dollars. CAA Dollars have no cash surrender value. Allow up to 14 days from the date of purchase for CAA Dollars to appear in your account. CAA Dollars earned are a one-time offer. Various restrictions apply.



REDEEM YOUR CAA DOLLARS®

Use them to:

- Renew your Membership
- Book a vacation
- Buy travel merchandise
- Buy CAA Travel Insurance¹ and International Driving Permit
- Add an additional driver
- Buy movie and attraction tickets
- Renew* your CAA Auto and Home Insurance**

Visit caaneo.ca/myaccount to check your CAA Dollar balance.

*Redemption is applicable once your CAA Insurance Company auto and/or property policy has been renewed and your payments are up to date. CAA Dollars® can be used as payment method; your first CAA policy term is exempt from the program. Payment amount must be greater than 5 CAA Dollars and less than or equal to the total policy premium for the renewal term. **Call 1-877-222-1717** or email cadsupport@caasco.ca to use CAA Dollars as payment towards your renewal. **Auto and Property insurance are underwritten by CAA Insurance Company. 1. CAA Travel Insurance is underwritten by Orion Travel Insurance Company. Certain exclusions, limitations and restrictions apply. A medical questionnaire is required if you are 60 years of age and older.



CAA TRAVEL

SERVICE FROM START TO FINISH!

CAA is one of the world's largest Member-based travel agencies. Our dedicated team of expert travel professionals offer insight, advice and ways to save time and money. We cover all the bases... and find you some spectacular packages and perks along the way!

CAA TRAVEL STORES

One of the travel industry's best kept secrets, our CAA Travel Stores and Call Centre offer a complete range of travel and auto touring services:

- One-stop shop travel agency with exclusive CAA Member benefits
- Luggage and travel accessories
- Hotel and car reservation service
- Out-of-province Travel & Medical Insurance
- Trip Cancellation & Interruption Insurance
- Discounted tickets to major attraction parks across North America
- Triptik® — free personalized routings that lead you to your destination via scenic or direct routes
- Free North American TourBooks® and Maps
- International Driving Permits
- Movie and attraction tickets
- Instant passport photos

Visit caaneo.ca/locations

CAA INSURANCE

CAA AUTO & HOME INSURANCE¹

Whether you own, lease or rent, CAA Auto and Home Insurance offers flexible coverage tailored to suit your needs with Member-exclusive benefits:

- Members save up to 20%² on CAA Auto Insurance
- Multi-vehicle discount of 15%
- Forgive and Forget[®] plan protects your rate and good driving record
- Save 5% off your auto premium with four winter tires installed³
- Members save 10%² on CAA Home Insurance

You can also choose to enhance your CAA Home Insurance policy with Home Equipment Breakdown⁴, Sewer Backup and Identity Theft.

Bundle & Save!

When you bundle your auto and home insurance, receive a 5% discount on your auto insurance, up to 12.5% on your home insurance, plus complimentary CAA Tire Coverage¹ and CAA Legal Coverage⁵.

1. Auto and Property Insurance and CAA Tire Coverage are underwritten by CAA Insurance Company. 2. To qualify for the discount you must be a current CAA Member in good standing (CAA Membership dues paid in full by Membership expiry date). Eligible CAA Members may qualify to receive a Member Loyalty Discount based on Membership tenure and Roadside Assistance usage. 3. Underwriting rules apply. Rating applied to vehicles with four (4) winter tires that meet the winter tire designation. Installation no later than November 20 and removed no earlier than April 15. 4. Home Equipment Breakdown coverage is underwritten by CAA Insurance Company, claims administered by Mutual Boiler Re. 5. CAA Legal Coverage is underwritten by DAS Legal Protection Insurance Company Limited. CAA Legal Coverage is complimentary on home policies where there is also an Auto policy. Please see policy wordings for coverage details. Subject to certain conditions and approvals. Underwriting eligibility rules apply. Forgive and Forget[®] is a trademark owned by CAA Insurance Company.* Certain conditions, limitations and underwriting guidelines apply. Check with your CAA Travel Store for current details.

CAA INSURANCE

CAA TRAVEL INSURANCE¹

With CAA's affordable selection of plans, it's never been easier to enjoy a stress-free holiday! Travel confidently with up to \$5 million² of coverage.

- Various travel insurance plans to meet your coverage needs
- 24/7 travel assistance³
- Convenient ways to purchase

Travel more than once a year? With our Multi-Trip Plans, you'll enjoy the benefits outlined above on ALL trips taken within a year — all in one convenient purchase.⁴

UPGRADE YOUR COVERAGE TO A VACATION PACKAGE:

- Trip Cancellation & Interruption. Up to the full cost of your prepaid travel arrangements if an unforeseen event causes your trip to be cancelled, interrupted or delayed.
- Travel Accident. Death or dismemberment as a result of an accident occurring during your trip.
- Baggage Insurance. Loss, damage or delay to your baggage and personal effects, you own and/or use during your trip, due to theft, burglary, fire or transportation hazards.

1. CAA Travel Insurance is underwritten by Orion Travel Insurance Company. Certain exclusions, limitations and restrictions apply. Subject to change without notice. A medical questionnaire may be required to purchase travel insurance. Quotes are valid for 30 days. 2. Maximum \$25,000 for all Emergency Medical Insurance benefits if at time of claim: a) your GHIP (government health insurance plan) coverage was lapsed; and/or b) you did not have GHIP authorization to cover your trip days exceeding the days GHIP covers outside your province or territory of residence. 3. 24/7 multilingual assistance: CAA Assistance is provided by Active Care Management Inc. 4. The Multi-Trip plan covers individual trips for the number of days for the plan you have purchased. If your trip outside Canada exceeds the Multi-Trip plan days, a Top-Up plan is required for the additional days (coverage is automatically extended without additional premium for trips solely in Canada).

Your total Multi-Trip days in one plan year may not exceed the period for which your Government Health Insurance Plan (GHIP) covers you outside Ontario without special GHIP authorization.

CAA INSURANCE

CAA TRAVEL ACCIDENT INSURANCE

\$100,000 FOR CAA CLASSIC

CAA Classic Members automatically receive FREE \$100,000 Travel Accident Insurance[†] with any common carrier ticket purchased from our CAA Travel Agency.

\$500,000 FOR CAA PLUS & CAA PREMIER[†]

CAA Plus and CAA Premier Members automatically receive FREE \$500,000 Travel Accident Insurance[†] with any common carrier ticket purchased from our CAA Travel Agency.

CAA HEALTH AND DENTAL INSURANCE*

You can quickly start saving on out-of-pocket expenses like prescription drugs, dental care, vision care and more! There are many plans to choose from, so you pay only for what your family needs.

CAA TERM LIFE INSURANCE PLANS*

Protecting your family and assets is always smart. CAA offers a range of temporary and permanent life insurance solutions that you can choose from to meet the individual needs of you and your family — no matter what stage you're at in life.

Request a free brochure to learn more about the CAA Life Insurance plans and how to choose the right one for you. Call **1.877.942.4CAA (1.877.942.4222)** or visit caalife.ca today.

[†] To be eligible for this coverage, travel must occur under a common carrier ticket purchased exclusively through a CAA Travel Agency.

*Certain conditions, limitations and underwriting guidelines apply. Check with your CAA Travel Store for current details.

A MEMBERSHIP LEVEL THAT'S RIGHT FOR YOU!

A CAA Membership provides access to a complete package of Automotive, Travel, and Insurance products and services. CAA Memberships are non-transferable.

For details about the specific benefits offered with each type of Membership, consult the comparison chart on the following page or visit caaneo.ca/membership.

CAA Classic® – A package of basic services recommended for students, or individuals with shorter daily commutes. Classic Membership includes coverage for both cars and bicycles.

CAA Plus® – A comprehensive package of extended services and benefits recommended for motorists whose annual mileage is at least 15,000 kilometers, out-of-town drivers, commuters, frequent travellers, weekend or long-distance vacationers. Motorcycles with or without sidecars are covered at this level too!

CAA Premier® – An exclusive package of extended services and benefits recommended for frequent travellers and motorists whose annual mileage is at least 15,000 kilometres, out-of-town drivers, commuters, and weekend or long-distance vacationers. CAA Premier is the highest level of service for those who demand the best.*

I needed a tow and Mark was assigned to perform the service. He was thorough and knowledgeable...actually, I have never had an unpleasant CAA truck driver. And I have had a few calls in my day!"

AUDREY, OTTAWA

CAA Plus RV® and Premier RV® – Benefits provide enhancements to CAA Membership services not covered by regular CAA Membership, to your dual wheel camper, motorhome, or trailer.

NOTE: Only one CAA Plus RV or Premier RV Membership is required per family if this is the level of coverage you require. The Associate Members must be at minimum CAA Plus Members to qualify for either RV benefits.

As a Member, stay up-to-date with the latest promotions, contests and great CAA tips when you sign up for **CAA eNewsletters**. Also, you will get our CAA Magazine in the mail four times a year. If you wish to receive your **CAA Magazine** electronically, you can opt in to CAA's eNEWSLETTERS and online CAA Magazine by visiting caaneo.ca/subscribe.



* CAA Plus and CAA Premier Members: Services delivered to motorcycles with or without a sidecar will be provided without cost in Canada through a reciprocity arrangement between CAA Member Clubs. Service acquired in the U.S. must be paid for and reimbursement sought from your CAA Club.

MEMBERSHIP COMPARISON

Benefits	CLASSIC®
Vehicle Covered ¹	✓ Cars & Bicycles
Number of Service Calls ²	✓ 4 per year
Towing Service ³	✓ Up to 10 km
Bike Assist (Ontario only)	✓ Up to 10 km
Fuel Delivery	✓ Delivery Only
Extrication Service	✓ 1 truck
Locksmith (Auto)	✓
Flat Tire Service	✓
Battery Service (Where available & weather permitting)	✓
TripTiks®, TourBook® and Maps	✓ FREE
Trip Accident Assistance ⁴	✓ \$300 max. CDN
Travel Accident Insurance ⁴	✓ \$100,000 CDN
Trip Interruption Assistance ⁵	
Passport Photos (Print)	✓ \$8.50/set of 2
CAA Rewards Program	✓
Home & Auto Insurance Savings	
Drive You Home Program	
RV Option (Additional cost)	
Worldwide Concierge Service	
Two-Day Complimentary Car Rental w/ Tow	

The above table is a summary of the benefits and services included under each coverage level. For complete details, rules and regulations, please visit caaneo.ca/compare or call 1-800-267-8713 to speak to a Membership Service Specialist. You can also visit your CAA Travel Store for more information. **1.** A CAA Membership covers you in any car not just your own – even if you're just a passenger. **2.** Fuel delivery, locksmith, battery, flat tire, extraction services, towing each count as one of Members' allotted roadside calls during each Membership

PLUS®	PREMIER®
✓ Cars, Motorcycles & Bicycles	✓ Cars, Motorcycles & Bicycles
✓ 4 per year	✓ 5 per year
✓ Up to 200 km	✓ Up to 320 km (1 tow) Up to 200 km (4 tows)
✓ Up to 200 km	✓ Up to 320 km
✓ Delivery & Fuel	✓ Delivery & Fuel
✓ 2 nd truck if needed, 1 hr. max	✓ 2 nd truck if needed, 1 hr. max
✓	✓
✓	✓
✓	✓
✓ FREE	✓ FREE
✓ \$500 max. CDN	✓ \$2,000 max. CDN
✓ \$500,000 CDN	✓ \$500,000 CDN
	✓ \$600 max CDN (BREAKDOWN, CAR THEFT, UNEXPECTED ILLNESS/INJURY)
✓ 1 FREE print set per year	✓ 1 FREE print set per year
✓	✓
✓	✓
✓ 1 call per year, up to 25 km	✓ 1 call per year, up to 25 km
✓	✓
	✓
	✓

year. **3.** The vehicle will be towed to any destination you choose within your Membership towing allowance. CAA Premier Members are entitled to one (1) tow of up to 320 km as part of their five (5) eligible calls. Other restrictions may apply. **4.** CAA recommends to purchase emergency travel and medical insurance when travelling outside the province. **5.** Certain limitations and restrictions apply. Please visit caaneo.ca/compare for full details and benefits. Benefits and pricing are subject to change without notice.

MEMBERSHIP OPTIONS

CAA Associate Membership: Protect Others in the Family - Since a CAA Membership covers you personally as a Primary Member, you may want other drivers in your family to have the same level of protection you do. A CAA Associate Membership lets you save money and still protect those people important to you. Any other driver sharing the same principal address is eligible as an Associate Member. For households with many drivers, a CAA Family Bundle might be right for you.

CAA Rewards® Membership - Don't need our best-in-class Roadside Assistance? No problem, we have a Membership for that! A CAA Rewards Membership includes great Member benefits, access to savings and Member-exclusive offers through our loyalty program CAA Rewards, but what it doesn't include is Roadside Assistance. So, if you have a new car or just don't need Roadside Assistance, sign up for a CAA Rewards Membership today.

CAA Gift Membership - A CAA Membership is the perfect gift for any special occasion – *birthdays, holidays or graduations*. Show someone you care by giving them the gift of roadside safety, plus rewards.

Today, I needed to have a tow when my car quit. I received prompt, courteous service. The tow truck was able to stay with me while I waited for my ride. Steve was an asset today. Thank you!" —NANCY, OTTAWA

CAA Corporate Membership - A CAA Membership is one of the best investments you'll ever make for your employees and a great way to gain employee loyalty by going the extra mile to offer security and safety. Unlike other auto clubs, your employees will be protected in any car they drive.* Visit caaneoc.ca/corporate

YOUR SATISFACTION IS GUARANTEED

CAA guarantees you'll be satisfied! If, for any reason, you're not completely satisfied with your CAA Membership within 30 days of joining or renewing, you may cancel your Membership and the full Membership premium — less the administrative or enrollment fee and any club services utilized, or travel agency professional service fee discounts — will be refunded.

PLEASE NOTE: There is no refund of Membership fees after 30 days of the annual expiry date on active Memberships. Requests for refunds must be received in writing.

*Restrictions apply see page 21 for full details.



EASY WAYS TO PAY FOR YOUR MEMBERSHIP

CAA'S EXPRESS RENEWAL PAYMENT PLANS

Annual Payment Plan

Have your annual Membership dues paid for automatically with your credit card. We'll send you your statement a couple of months before your renewal period for your records.

Visit caaneo.ca/myaccount to sign up and **EARN 10 CAA Dollars.***

Monthly Payment Plan

Have your Membership dues automatically paid monthly from your credit card or bank withdrawal. The bank withdrawal option is not available online, please call 1-844-252-3648. At renewal time, we'll send you a billing statement to remind you of this arrangement for the upcoming year.

Visit caaneo.ca/myaccount to sign up and **EARN 10 CAA Dollars.***



*CAA Dollars is a loyalty program for CAA North & East Ontario Members. You must have a valid CAA Membership to participate in the CAA Dollars program, including redeeming your CAA Dollars. CAA Dollars have no cash surrender value. CAA Dollars earned are a one-time offer.

CAA SERVICE TERMS

MEMBERSHIP, ROADSIDE ASSISTANCE LIMITATIONS AND EXCESSIVE USE

In fairness to all Members, Roadside Assistance is not to be used as a substitute for proper vehicle maintenance. To ensure we meet our Members' expectations, CAA has set reasonable limitations and regulations in the interest of all Members. CAA Membership dues are adjusted annually and take into account the cost of providing Roadside Assistance and other CAA services including: TourBooks®, maps and TripTiks® utilized by the Member. After all, CAA Membership dues pay for all of CAA's services.

CAA Classic®, CAA Plus® & Plus RV® Members are entitled to a maximum of four Roadside Assistance calls per Membership year. CAA Premier® & Premier RV® Members are entitled to five Roadside Assistance calls per Membership year, and one of those calls may be a tow of up to 320 km. Service at a special rate will be offered to all Members who exceed this limit and they will be required to pay the CAA driver at the time of service. Members who have used the maximum number of entitled service calls for their Membership year are not eligible for reimbursements. Full Roadside Assistance benefits are reinstated upon the renewal date of your Membership.

CAA reserves the right to limit or suspend services during extreme weather events or to re-assign a Membership category, or to cancel a Membership if services are being misused. CAA also reserves the right to change benefits and policies regarding Memberships.

CAA SERVICE TERMS

CAA's goal is to provide the highest quality Roadside Assistance available. Though all CAA Clubs deliver industry leading services throughout Canada, the continental United States, Alaska, and Hawaii certain benefits may vary from Club to Club. Help us maintain these high standards by providing your comments at anytime.

Email us at contactcaa@caaneo.on.ca

CAA Member Reimbursement rates are based on the CAA contractor rate for the area of the breakdown. In instances where CAA service is legally restricted (such as toll roads and limited access highways), full reimbursement will be provided for eligible services and must be submitted within 30 days from date of service with original invoice in the Member's name.

Emergency Cheque Acceptance – In the event you need to pay a CAA Contracted Operator for Emergency Services, and you must pay with a cheque, CAA will guarantee that cheque up to \$350 CDN. You must show a valid Membership card at the time, and the name on the cheque must match the Member's name.

For a detailed description of Roadside Assistance Limitations of Service, please refer to our website at caaneo.ca/automotive.

CAA SERVICE TERMS

A CAA North & East Ontario Membership does not cover certain vehicles, including (but not limited to): modified or not-from-stock vehicles, such as certain body kits, raised suspensions with oversized tires, plow blades and/or salt spreaders, flatbeds or tilt, and loads; any vehicle that is part of a working fleet (defined as business- or broker-owned vehicle used to conduct work); vehicles over one ton in designation (this does not include trailers or RVs that are covered under CAA Plus RV or Plus RV Membership classifications); cube vans and other large commercial designated vehicles; taxis, limousines, or vehicles-for-hire; and loaded vehicles, including vans of all designations and pick-up trucks.



PRIVACY POLICY

A MATTER OF PRIVACY

All information you provide to CAA North & East Ontario is for your CAA Club use only. By joining CAA, you express an interest in receiving information about the products and services CAA and its partners offer their Members. All information remains confidential and will not be sold or rented to a third party. Should you wish not to receive promotional materials from CAA or any of its subsidiaries and/or partners, simply contact CAA North & East Ontario by one of the following methods and request that your name be removed from our offer distribution lists:

Call us at 1.800.267.8713, or drop by your nearest CAA North & East Ontario Travel Store

caaneo.ca/locations.

Making changes to your CAA North & East Ontario Membership file: The accuracy and completeness of Membership information contained on your Membership file is the responsibility of the Primary Member. Only the Primary Member can make changes to the information on the file or authorize such changes to be made. To authorize a change by someone other than the Primary Member, the Primary Member must do so by writing to us at the following address:

Chief Privacy Officer

CAA North & East Ontario

P.O. Box 8350, STN T CSC, OTTAWA, ON K1G 3T2

E-mail us at chief_privacy_officer@caaneo.on.ca

The authorization request must be made in writing to us, either by mail at the above-mentioned mailing address, or by fax at the above-mentioned number, or by email at the above-mentioned email address. Telephone authorization is not considered binding or necessarily attributed to be from the Primary Member. The authorization should be dated and provide the full name of the authorized party, the telephone number and the mailing address (if different from the Primary Member address). This guide presents information for ease of reference for the Members. CAA Standards call for minimum coverage levels and delivery of service. In the event of disagreement with the Service and Coverage description herein, the Standards will prevail. Terms, conditions and program benefits listed herein are subject to change without notice. Our website at caaneo.ca/automotive describes Scope of Service and Service Limitations, including rules and regulations. In the event of a dispute with any printed material, the website shall prevail. © CAA trademark and CAA Rewards trademark owned by, and use is granted by, the Canadian Automobile Association. © CAA, CAA Emblem, CAA Plus, AARS logo and ERS trademarks owned by, and use is granted by, the Canadian Automobile Association. © TourBook, Campbook, Triptik and CAA Rewards trademarks owned by, and use is granted by, the American Automobile Association.

QUICK LINKS

Please use the following quick reference guide to explore our website and learn more about your Membership and the many great programs, savings and services offered by CAA North & East Ontario.

AUTOMOTIVE SERVICES

- caaneo.ca/automotive

TRAVEL

- caaneo.ca/travel
- caaneo.ca/IDP
[International Driving Permit]
- caaneo.ca/locations
- caaneo.ca/events

MOBILE

- caaneo.ca/apps

REWARDS

- caaneo.ca/rewards

INSURANCE

- caaneo.ca/insurance

YOUR ACCOUNT

- caaneo.ca/myaccount

PUBLICATIONS

- caaneo.ca/eletter
- caaneo.ca/caamagazine



Facebook.com/CAANEO



Twitter.com/CAANEO



Youtube.com/TheCAANEOChannel

CONTACT US

Visit a CAA Travel Store near you!

Ottawa South

2446 Bank St. Unit 125
613.736.9696
HuntClub@caaneo.on.ca

Ottawa West

5703 Hazeldean Rd. Unit 8
613.836.7422
Stittsville@caaneo.on.ca

Ottawa East

2026 Tenth Line Rd. Unit 7
613.841.6441
Orleans@caaneo.on.ca

Ottawa Centre

1331 Clyde Ave. Unit 105
613.729.0707
Nepean@caaneo.on.ca

Parry Sound

1 Pine Dr. Unit C7
705.746.9305
ParrySound@caaneo.on.ca

Thunder Bay

585 Memorial Ave.
807.345.1261
ThunderBay@caaneo.on.ca

North Bay

955 McKeown Ave. Unit 3B
705.474.8230
NorthBay@caaneo.on.ca

Sudbury

2040 Algonquin Rd. Unit 13B
705.522.0000
Sudbury@caaneo.on.ca

For a list of CAA Travel Store hours and directions visit:
caaneo.ca/locations

Travel Services Call Centre

Monday to Friday:
8 a.m. to 8 p.m.
1.800.267.8713 or
613.820.1890
tsc-Travel@caaneo.on.ca

Group Travel

1.855.402.4636
4neo@caaneo.on.ca

Membership

Monday to Thursday:
8 a.m. to 9 p.m.
Friday: 8 a.m. to 8 p.m.
Saturday: 9 a.m. to 5 p.m.
Sunday: 10 a.m. to 4 p.m.
1.844.252.3648 or
613.820.1890

Roadside Services Call Centre

Open 24/7
1.800.CAA.HELP (222.4357)
or dial *222 from a cell
phone.

Connect With Us

 Facebook.com/CAANEO

 Twitter.com/CAANEO

 Youtube.com/
TheCAANEOChannel

