



AAADrive™ Frequently Asked Questions (FAQs)

Last Updated: 10/7/16



This document provides answers to questions you may have about The Auto Club Group's (ACG) AAADrive™ capabilities (in general or regarding specific features and functions), how ACG is ensuring the protection and privacy of your data, and/or inquiries about the AAADrive Insurance Discount program currently available in select markets. If you have any other questions, please do not hesitate to call our Member Service Desk, toll-free, at (866) 222-2273 (Option 2) or send an email to WeCare@aaamichigan.com.

1. I am getting a new phone, will my AAADrive™ data transfer to my new phone?

Yes. To retain access to your driving data, simply reinstall the AAA Mobile App and access AAADrive on your new smartphone using the same sign-in credentials and email address you used when you originally registered.

2. How much will AAADrive™ cost and how much data will I need to run the AAADrive™ app?

AAADrive is free to ACG Members and/or ACG insurance customers enrolled in the AAADrive Insurance Discount Program (where available). Participants can choose to use cellular data or Wi-Fi to transmit data from AAADrive. Applicable data charges will be the responsibility of the smartphone owner. Data plans will vary by network so please check with your provider to ensure your wireless phone plan meets all of your data needs as any applicable charges will be the responsibility of the smartphone account owner.

For a typical day's commute (1 hour each way to work), roughly 4.2MB of data will be used – approximately the same size of an average digital photo. AAADrive sends data at the end of each journey as long as your phone has a data connection. If there isn't a data connection available at the end of a journey, AAADrive will send the data as soon as a data connection has been re-established. If you are concerned with the impact on your data plan, consider enabling **Wi-Fi Only** in the AAADrive's **Preferences** menu. Enabling this option will ensure data from your Journeys are only sent once a Wi-Fi connection is established.

3. How often does AAADrive™ send data? Can I control when data will be sent?

AAADrive sends data at the end of a journey if your phone has a data connection. If there is not a data connection, then it will save and send the trip data the next time you have a data connection available. Data transmission restrictions can be applied in AAADrive's **Preferences** menu option to limit data usage (select **Enable Wi-Fi Only**). With **Wi-Fi Only** selected, you will see your NEW journeys once you are connected to Wi-Fi. Your prior Journeys will be available to you to view at any time for up to 120 days.

4. Why is my Journey not saved in AAADrive™ ?

Smartphone technology can miss parts of a journey or sometimes a full journey due to various technical challenges (e.g., cell phone tower coverage). This is not unexpected, but the impact of any missed Journey is negligible as miles are accumulated. Anticipate that you will capture approximately 90% of your Journeys. Opening AAADrive periodically will help ensure journey tracking is resumed if it is interrupted for any reason. Please let us know if you are not capturing a large majority of Journeys by contacting our Member Service desk, toll-free, at (866) 222-2273 (Option 2) or emailing us at WeCare@aaamichigan.com.

5. AAADrive™ has not saved any Journeys. What could be wrong?

A journey starts with a significant change in location that includes a short period of continued movement (e.g., driving). Short Journeys can be missed as well as Journeys that start in heavy traffic. A significant change in location can be as little as 200 yards in built-up areas and 2-6 miles in rural areas. Once a car is moving for a significant period of time, a Journey will almost always record. To help conserve battery usage, AAADrive will stop recording Journeys after your smartphone's battery has reached the threshold level set in AAADrive's **Preferences** menu (initially defaults to 20%). If Journeys are not recorded, please follow the trouble shooting steps below:

NOTE: the presence of a data enabled SIM card will improve GPS accuracy.

To Ensure GPS/Location Based Services Are Turned On:

Android Phones:

- a. Ensure GPS services are enabled (titled "Location")
- Turn on via **Settings>Location>Mode = High Accuracy** OR
 - Turn on "Location" in top message bar

iPhones:

- a. Ensure GPS services are enabled
- Turn on via **Settings>Privacy>Location Services**
 - Turn on via **Settings>Privacy>Location Services>AAA**
- b. Ensure Applications can use location services in the background (iOS9.0 and above only)
- Turn on **Settings>General>Background App Refresh**
 - Turn on **Settings>General>Background App Refresh>AAA**
- c. Ensure no restrictions to location services
- Confirm no restrictions for AAA in **Settings->General->Restrictions**

6. My Journeys either don't capture right away, or stop half way through. Why do my start/stop times and miles on AAADrive™'s Journey screens vary slightly from what I expect?

Keep in mind it can take up to half a mile for AAADrive to recognize a journey has begun. There are many other factors that can influence



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exact start/stop times and mileage, such as your phone model, strength of the GPS signal, your speed, etc. This is not unexpected and has a negligible impact as miles are accumulated. In addition, AAADrive cannot assume your journey ended each time you stop since it could be due to traffic, a red light or other reasons.

The timing related to capturing Journeys can also vary for a number of other reasons, most commonly because the phone is not powered on, your phone's GPS is turned off, or the battery is low. (In the event your battery drops below the threshold level set in the **Preferences** menu, AAADrive automatically shuts off. It must recharge to the minimum level before Journeys will begin capturing again.)

7. How will using AAADrive™ impact my phone battery?

AAADrive will consume more battery power than other basic apps because the GPS must be turned on to accurately record your Journeys. Its consumption is no different than other navigational apps. When AAADrive is not recording a journey, the impact on your battery should be minimal. To help conserve your battery, AAADrive has several features available under **Preferences**:

- **Wi-Fi Only** setting will conserve your battery and save data charges by preventing data being sent over the cellular network until a strong Wi-Fi signal is present.
- **Battery Conservation** will temporarily pause AAADrive once your battery level reaches the default of 20%. You can modify the default to 25% or 30% by selecting your preferred option in **Preferences - Battery Conservation**. AAADrive will automatically resume recording journeys once your smartphone's battery exceeds 50%.
- **Pause AAADrive** feature will temporarily pause journey recording by selecting one of the timeframe options displayed to turn off AAADrive's use of GPS (3 hours, 6 hours, 1 day). AAADrive functionality will automatically resume when the time period ends or you can press the **Resume Recording** button on the dashboard to restart journey recording.

8. Why does my phone sometimes feel warm?

A phone can feel warm for a variety of different reasons such as a poor signal, intense workload and/or battery charging. This is not unusual and should not cause a high level of concern. Since AAADrive is always on, you may experience this situation from time to time.

9. How does AAADrive™ differentiate between when I am driving and when I am a passenger?

The application cannot detect who is the driver and who is the passenger. It is suggested that Journeys of any significant length, recorded while a passenger, be manually reclassified as such. AAADrive users have up to 7 days to reclassify a journey. To do so, select **My Journeys>Journey Details>Modify Journey Type**. Unless you are a passenger the large majority of the time, passenger Journeys will not have a significant impact on your scores.

For drivers participating in our AAADrive™ Insurance Discount Program (where available)

10. What are the eligibility guidelines for the AAADrive™ Insurance Discount?

If you have more than 1 major violation, or more than 2 at-fault accidents, or more than 2 not -at-fault accidents* you will not qualify for the AAADrive insurance discount at this time. However, you can still enroll, and use AAADrive if these accidents and violations are not considered at your policy renewal and you meet the AAA Drive minimum requirements. If you have questions, please call your nearest AAA Agent to confirm your eligibility.

*In Georgia, Tennessee and North Dakota, not-at-fault accidents are not included in determining eligibility for the AAADrive insurance Discount.

11. Can I save money on my auto insurance using AAADrive™ ?

Yes, availability and amounts vary by market. Please call your nearest AAA Agent or access AAA.com for more information.

12. How do I remain qualified for the AAADrive™ Insurance Discount?

When your renewal policy is generated, we check to see how many miles and Journeys were recorded in the previous 120 days. Each participating driver must record at least 1,000 miles and 25 Journeys using AAADrive™ over the 120 day evaluation period to maintain the discount on their auto policy. This equates to approximately 250 miles and 7 Journeys per month, so be sure to regularly use AAADrive. Please Note: You must continue to meet the eligibility guidelines referenced in question # 10.