



North Penn NEWS

June 2020



We are open & ready to serve you





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 AAA.com

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Affiliations

AAA and Pennsylvania AAA Federation

Membership Totals

Local: 190,360
 National: 60,394,236

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AAA NORTH PENN NEWS

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Tunkhannock, 208 W. Tioga St. • 570-836-5104
 M-F 9-5, Sat. 9-12

Wellsboro, 9 Charleston St. • 570-724-4134
 M-F 8:30 - 5, Sat. 9-12

Thanking Our Everyday Heros

I hope your family and loved ones are staying healthy and well. The health and well-being of you and our employees is our top priority. On March 17th, we closed our seven retail offices per Governor Wolf's directions. As counties in our membership territory changed from red to yellow, we reopened our offices. We opened our Williamsport, Wellsboro, and Towanda offices on May 8th. On May 22nd, we opened our Tunkhannock and Honesdale offices. Our Stroudsburg office was opened on May 29th and our Scranton office was opened on June 5th.

During the period our retail offices were closed, we continued to provide Emergency Road Service and assist you, our valued members, on the phone. We handled thousands of member requests that covered the gamut of our membership benefits. In particular, we helped over 2,000 members with their travel cancellations and rebookings. I would like to specifically thank our travel agents for providing outstanding service to you.

Now that all of our offices are open, we look forward to providing you with the outstanding service that you expect and deserve. We have implemented numerous safety measures that include sneeze shields, sanitizing products, social distancing reminders, face mask requirements, enhanced cleansing, and other items required by Governor Wolf.

Please join me in thanking our everyday heroes; the healthcare workers, first responders, delivery people, store clerks, scientists, volunteers, and others, that bravely stepped away from their family and loved ones to take care of us.

Thank you for your membership!



Glenn Zumbach, President & CEO



**In Memorial
 David L. Tressler, Sr.
 & L. Eugene Pauling**



The Board of Directors, Management, and Staff of AAA North Penn were deeply saddened by the passing of two Board Members Dave Tressler and Gene Pauling.

Dave served faithfully on the AAA Board since 1989. He served as Chairman, long time Treasurer and served on several committees including the Executive Committee, Membership Committee, Highway and Safety Committee, Insurance and Property Committee, and Nominating Committee. He was highly regarded for his leadership roles at Northeastern Bank of Pennsylvania, PNC Bank, Northeast Regional Cancer Institute, Fidelity Bank, Mercy Hospital, and The Quandel Group. He was dedicated to bettering his community by serving tirelessly and generously on numerous boards and committees. Throughout his life he was awarded many honors, too numerous to mention, for this service. As a man of deep and abiding faith, he was dedicated to his local church. He was a devoted husband to his loving wife Joyce for 62 years. He is survived by his sons Msgr. David L. Tressler and Atty. James M. Tressler and wife Erin; his daughter Mary Ann Morgan and husband George; and his five grandchildren.

Gene served faithfully on the AAA Board since 1972. In 2011, he was appointed Director Emeritus. He served as Chairman and served on several committees including the Executive Committee, Membership Committee, Highway and Safety Committee, Insurance and Property Committee, and Nominating Committee. Gene was a true American hero serving as a B-17 pilot during WW II. He successfully completed 30 combat missions over Germany as a lead bomber pilot. He was awarded the Distinguished Flying Cross, Air Medal with 4 Oak Leaf Clusters, and a Presidential Citation. During his working years, he was highly respected as the Lycoming County Sheriff for 24 years. Gene was active in numerous community organizations and his local church. He was predeceased by his first wife Carolyn and his second wife Mary. Surviving are his three children, Carol Jean Pauling Westerman and husband Fred, Thomas Wayne Pauling and wife Ellen, and David Vaughn Pauling and wife Nancy; six grandchildren and 12 great-grandchildren.

The AAA North Penn Family would like to express our profound sympathy to the Tressler and Pauling Families and at the same time express our grateful appreciation for the association that we've had with Dave and Gene.

AAA North Penn employees celebrate years of service

Select employees were recently honored at the Annual Employee Recognition Luncheon for years of service ranging from 5 to 40 years! AAA North Penn is very proud of its employees for reaching such milestones.

Front left to right front row: Ronald Straka (15), Melanie Palski (20), Margaret McCormick (20), Veronica Gardner (35), Katrina Harvey (20), Lisa Smith (5), Brenda Frystak (20), Mary Marcinko (30), Beth Solomon (25), Leigh Fedorchak (20).
From left to right back row: Rosemary Belotti (45), Tracy Clare (5), Tony Zolin (5), Glenn Zumbach (President/CEO), Joseph Zielinski (20), Wayne Mitchell (10), Maria Belcher (5), Diane Derrick (20).
Absent from the photo: Mary Burke (5), Kyle Benjamin (5), Phyllis Dommermuth (5), and Michael Villegas (20).



Our offices are ready for service!

You can feel safe and confident upon reentering your local AAA North Penn office. For your health and well-being, all retail offices have been cleaned and disinfected prior to reopening. Per the state's guidelines, everyone is required to wear a protective face covering upon entering the office. Homemade masks are acceptable alternatives.

Every work station now has a sneeze guard and extra hand sanitizer available for use between transactions to provide an extra level of safety between you and the staff.

Look down for our social distancing floor decals to assist in maintaining the minimum distance of 6 feet while doing business. For everyone's safety, we ask that you limit the number of people inside to only those needed to complete a transaction. We rearranged furniture and limited the number of available seating to implement safe social distancing. Our offices also need to follow occupancy guidelines to ensure everyone is following the 6 feet rule.

We are also offering temporary hours to accommodate high-risk and those over the age of 65. For the time being, all North Penn offices will open ½ hour early on Wednesday to service these members.

We look forward to servicing you again!



When visiting our offices, please wear your mask and practice social distancing following CDC Guidelines. Thank you.

Our new Director of Information Technology

You may remember Andrew Snyder from his most recent position as the Scranton Office Manager. He has recently been promoted to Director of Information Technology.

Andrew started AAA North Penn in the Emergency Road Service department in April of 2009. Later in October 2014, he was promoted to Administrative Assistant in the Scranton Administrative office. In 2015, he took on an additional responsibility to be trained and certified as an AAA Mature Operator Instructor for the Carbondale, Honesdale, Scranton, Stroudsburg, Montrose, and Tunkhannock territories. In June 2017, he became the Director of Continuing Education for AAA North Penn. Andrew obtained his Bachelor's Degree from Keystone College and has 10 years of experience within AAA North Penn.



AAA North Penn has gone social!



You can now find us at @
www.facebook.com/aaanorthpenn or
www.twitter.com/aaanorthpenn

AAA.com 800-982-4306

**NOW
 OPEN
 Saturdays**

All AAA North Penn Offices are Now Open on Saturdays!

For your added convenience, we have added Saturday hours for our Tunkhannock, Wellsboro, and South Williamsport office locations.

All 3 offices will be open from 9 AM – Noon.

In addition to the new hours our S. Williamsport office will now close on Mondays at 6 PM versus 8 PM. With this recent addition, all AAA North Penn offices are now open on Saturdays for your membership needs.

Local Drive Trips within a 3-hour drive!

It's safe to say that we may all be getting a little stir crazy. As counties begin to lift their travel restrictions we thought it would be a great time to share some suggested road trip ideas. All 33 suggested places are within a 3-hour drive from the AAA North Penn servicing area. Be sure to call or visit your local North Penn office for TripTiks, Maps, TourBooks, and an EZPass to assist on your travels.

Before traveling, check the local restrictions, as well as operating hours due to Covid 19.

1. Lancaster, PA
 - American Music theater, Sight and Sound, Kitchen Kettle, Strasburg town and Strasburg Railroad Museum and train. Suggested places to eat: Plain and Fancy, Miller's, Good n' Plenty, Dienners Country Restaurant
2. Lititz, PA
 - Quaint town and home of Wilbur Chocolate
3. Columbia, PA
 - Lots of antiques & National Watch and Clock Museum
4. Historic Philadelphia, PA
5. Longwood Gardens, Kenneth Square PA
6. Elk County, (Elk Viewing) Benezette PA
7. Jim Thorpe, PA
8. Martin Guitar, Nazareth PA (free tours)
9. Easton, PA
 - Canal Boat Ride and Emrick Technology Center, Hugh Moore Park Canal Museum, Crayola Crayon Factory
10. Peddlers Village, Lahaska, PA
11. Zane Gray Museum and Roebling Bridge, Narrowsburg, NY
12. Baseball Hall of Fame, Wine, Beer and Cider Trail, Cooperstown NY
13. Corning Glass, Corning NY
14. Seneca Lake area Wine trail, Watkins Glen State Park
15. Hudson River NY area
 - Roosevelt Mansion and Vanderbilt Home, Rhinebeck Air Dome Culinary Institute Hyde Park NY, Montgomery Place Mansion.
 - Quaint towns; High Falls, Stone Ridge, Kingston, Saugerties, New Paltz.
16. Hudson River Walkway (between Highland, NY and Poughkeepsie, NY)
17. Angry Orchard Apple Cider Brewery, Walden NY
18. Eagle's Mere Air and Car Museum - Eagles Mere, PA
19. Dorflinger Glass Museum, White Mills PA
20. Lake Tobias Wildlife Park, Halifax PA
21. National Civil War Museum, Harrisburg PA
22. Gettysburg National Military Park
23. Bushkill Falls and Dingman Ferry's Falls
24. Horse Shoe Curve and Incline, Altoona PA
25. Brotherhood Winery, Washingtonville NY
26. Boulder Field, Hickory Run State Park PA
27. Animal Adventure Park Harpursville, NY
28. Seven Tubs Nature Area Route 115, Bear Creek, PA
29. Northeast Classic Car Museum, Norwich, NY
30. Crystal Caves, Kutztown, PA
31. Penn's Caves, Centre Hall, PA
32. Woodstock/Bethel Woods Museum, Bethel, NY



Above: Seneca Lake
Left: Gettysbrug
Below: Sight and Sound, Lancaster



Above, right: Horseshoe Curve
Above: Longwood Gardens
Left: Animal Adventure Park
Below: Penn's Cave



Other great places to visit

Looking to drive a little further, check out these other great places...

33. 1,000 Islands (Alexandria Bay, Clayton and Clinton NY)
34. Niagara Falls NY and Ontario (Ontario only if they have a passport) NY side; Maid of the Mist, Observation Tower, Cave of the Winds ONT side; Hornblower (aka Maid of the Mist), Journey Behind the Falls, Queen Victoria Park carriage rides, Incline, Clifton Hill area, IMAX Theatre White Water Walk, Butterfly Conservatory, Botanical Gardens, Whirlpool Aero Car Everything is in walking distance on the Canadian side except those in yellow.
35. Lake George NY
36. Pittsburgh
37. Flight 93 Memorial
38. Mystic Conn area; US Navy Museum Groton Conn, Mystic Aquarium, Mystic Seaport, Mystic Pizza, downtown Mystic. Watch Hill RI, Narragansett RI, Newport RI (mansions and cliff walkway behind the mansions)
39. Baltimore Inner Harbor
40. Washington, DC
41. Great Smokey Mountains Area; Pigeon Forge, Gatlinburg, Cherokee
42. Mackinaw City and Island, MI in route stop at Frankenmuth MI (quaint German town, Bonner Christmas Wonderland Shop)
43. Myrtle Beach SC & North Myrtle Beach
44. Outer Banks area (Corolla, Duck, Nags Head)
45. White Mountains NH: The Flume Gorge, Cannon Mtn tramway, Mt Washington take the Cog Railway up or drive the Auto Road from Glen House NH area. North Conway, Conway
46. Luray Caverns, Luray VA
47. Savannah GA
48. Charleston SC

Expirations Extended

PennDOT has extended expiration dates on most services due to the closure of their offices and processing needs.

Driver licenses, photo ID's, learner's permit* and camera cards expiring between March 16 and June 30 now expire June 30, 2020. *CDL and non-CDL.

Photo Cards

Because of the coronavirus, PennDOT is going to be using your old picture when you renew your license or your state-issued identification card.

Those who already have renewed their licenses or ID cards online or by mail after May 10 will receive their new ones by mail with the current photo attached. No camera cards, which require new photos to be taken at the license centers, will be issued to these individuals. However, those who renewed their licenses and cards before May 10 will receive photo cards and must have a new picture taken at a license center.

Persons with Disabilities Placards expiring between March 16 and May 31 now expire June 30, 2020.

Vehicle registrations, safety inspections and emissions inspections expiring between March 16 and May 31 now expire June 30, 2020.

REAL ID

Department of Homeland Security has postponed the enforcement date for REAL ID from October 1, 2020, to October 1, 2021, in response to COVID-19 and the national emergency declaration. As a result, PennDOT made the decision to pause REAL ID issuance in the Commonwealth out of an abundance of caution and in the interest of public health.

PennDOT stated that if a customer was planning to get a REAL ID and their license is nearing expiration, they can renew their license or ID and get a standard, "NOT FOR REAL ID PURPOSES" product. When REAL IDs become available in these locations again, these customers can return to the site and upgrade to a REAL ID. Because renewal is also built into the REAL ID process, the customer will pay a one-time fee of \$30, plus a renewal fee (current renewal fee is \$30.50 for



a four-year non-commercial driver's license or a photo ID). The expiration date of the initial REAL ID product will include any time remaining on the current license or ID card, plus an additional four years, unless you are over 65 and have a two-year license. Customers won't "lose" time that they've already paid for. After the initial REAL ID product expires, the customer will pay no additional fee, beyond regular renewal fees, to renew a REAL ID product.

Also, a reminder that if a customer received their FIRST Pennsylvania driver's license, learner's permit or photo ID card AFTER September 2003, PennDOT may already have your required REAL ID documentation on file. If a customer falls into this category and would like PennDOT to verify that your required REAL ID documentation is on file, they can visit the PennDOT website and apply for REAL ID pre-verification. If the documents are on file, these customers may obtain their REAL ID online and do not need to visit a driver license center at all.

All Electronic Tolling on the PA Turnpike

As part of an ongoing effort to modernize, The Pennsylvania Turnpike Commission (PTC) has implemented All-Electronic Tolling (AET) across the entire system. Current tolling equipment and toll booths will remain, however cash will no longer be accepted in the lanes. All vehicles should move through the lanes at posted speeds without stopping.

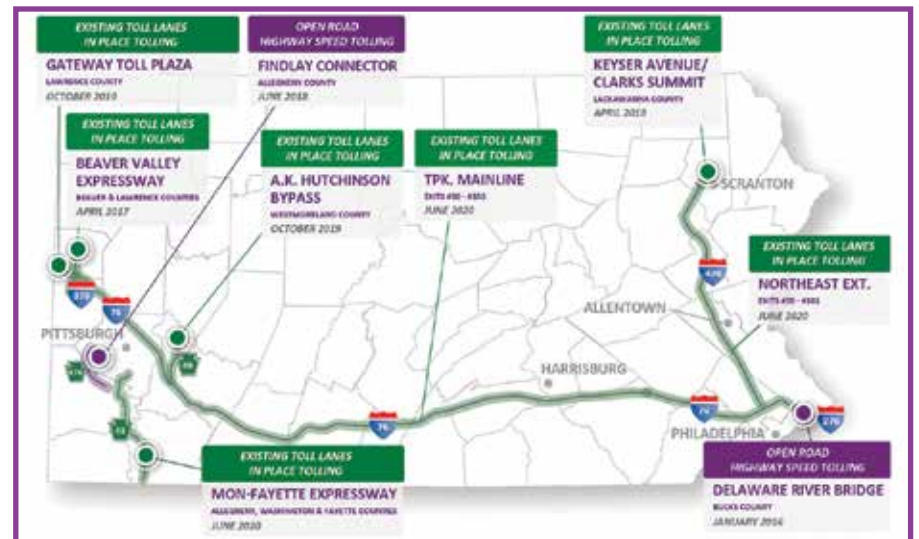
All customers will pay their tolls using either E-ZPass or the PA Turnpike TOLL BY PLATE program. If a customer does not have E-ZPass they will simply be sent an invoice in the mail to pay for their toll.

If you are a non-E-ZPass customer who traveled on the PA Turnpike after All-Electronic Tolling (AET) was activated on March 16, you will receive a TOLL BY PLATE invoice in the mail for your toll with your travel details. Your invoiced toll amount is the same you would have paid to one of our toll collection staff.

Your payment options are:

- Mail payment through a check or money order using provided envelope
- Online at <https://bit.ly/PayTOLLBYPLATE>
- By phone, contact the PTC's Customer Service Center at 1.877.736.6727
- Convert your TOLL BY PLATE invoice to E-ZPass for instant savings online or by phone.

For more information about AET, visit our website www.nocashzone.com



Did you know that you can save at least 35% with an EZ-Pass?



(On average, tolls are 25% less than CASH)

E-ZPass Go Pak Now available at all AAA North Penn locations. Buy a Go Pak, take it home and register online. Stop in and pick yours up today!

Note: You must register your transponder prior to first use.

Questions? Call 1-877-PENNPASS (1-877-736-6727)

AAA Title & Tag Service

From instant renewals for license & registration to title & tag transfers, we'll provide you with quick, convenient, quality service you can trust.

Authorized PennDOT on-line services*

At your nearest AAA North Penn office



Title Transfer and Renewals for ATVs and Boats. Boat Launch permits also available at your nearest AAA North Penn office!



Our license & title services are available to the general public, but are offered to AAA members at a substantial discount. Call or visit us today!

*State & service fees apply.



DISCOUNTS REWARDS

SAVE ONLINE WITH YOUR AAA MEMBERSHIP CARD



Storefronts may still be closed, but you can always shop online with AAA Discounts & Rewards. The following partners have special limited time offers in place to help you save even more along the way.



Shell Gas Members who join the Fuel Rewards program at Shell from June 23 through August 31 will save 15 cents per gallon on their first three fill-ups. Visit www.aaa.com/shell for more information. As an added benefit from June 1 through Aug. 31, AAA Member Rewards cardholders will earn 5x points on every fill-up at Shell when they use the card.

NAPA Announces August Online Promotion. Save up to 20% August 18th - 31st, 2020 when shopping on www.aaa.com/napaonline. Enter your AAA Member information at checkout to get great savings on "Buy online and pick up in-store" or "Ship-to-home" orders. Your total in the cart will reflect your 20% AAA member exclusive discount.



The UPS Stores Special Offers:

- Limited Time Offer ending June 30, 2020. Save 60% on 1,000 6 x 9 postcards (single or double sided) when ordered online at AAA.com/theupsstore. Save 20% off in-store printing at the nearest UPS store.
- July/August. Save 20% off packaging materials July 1 - August 31, 2020.
- July/August/September. Online Banner Printing - Purchase 3' x 5' banner for \$35.99 July 1 - September 30.



Crocs This Summer, AAA members have an exclusive opportunity to save 40% on the purchase of two or more pairs of Crocs shoes in-store or online. Offer valid June 4 - June 10, 2020. Cannot be combined with any other offer; exclusions apply. AAA membership must be validated online or by presenting membership card at the time of purchase. Available at U.S. Crocs-owned retail and outlet stores or online at AAA.com/crocs. Some restrictions may apply.

Sadly, the National partnership with Crocs will come to an end on June 25, 2020. Although Crocs retail stores are temporarily closed due to COVID-19, the member offer will continue to be available online until the termination date.



Samsonite - 30% off entire purchase, including sale items when shopping in-store. Offer valid July 8-19, 2020. AAA membership must be validated online or by presenting membership card at the time of purchase. Available at U.S. Samsonite-owned retail and outlet stores or online at AAA.com/samsonite



The Parking Spot All Parking Spot locations have reopened after being temporarily closed due to COVID-19 concerns. Shuttle capacity is currently limited to 50% to respect social distancing guidelines, and a touchless in-and-out experience is available through The Parking Spot App.

As a reminder, The Parking Spot has launched a Buy Now, Book Later offer! For a limited time, purchase a parking voucher for The Parking Spot and save money on your future travel. Vouchers can be used for available parking types. Just purchase and visit <https://bit.ly/2yzlP4C> to make your reservation when you are ready to redeem.

- Deals up to 55% off exclusively for AAA members!
- Vouchers are valid for a full year
- You will receive a unique promo code for their voucher
- When you are ready to take your trip go to: <https://bit.ly/2S1F11Q>
- There you can reserve and use your promo code for the trip

Visit <https://bit.ly/3cl3Fwi> for more information



Important Updates:

"AAA Tickets" to Replace "Ticket Monster" Brand. AAA Tickets is the AAA-branded ticketing platform providing AAA members with discounted tickets for movies, concerts, theater, sporting events, as well as attractions and theme parks nationwide.

- Save up to 40% on movie, theater, concert, sporting event and attraction tickets at AAA.com/Tickets.
- Save up to 20% or more off tickets to live events (e.g., sports, concerts, theater)
- Save up to 30% off movie tickets
- Save up to 40% off attraction tickets
- Save up to 40% off shows and events
- Seasonal campaigns are promoted through online banners on the AAA Tickets site.

AAA members save more at Shell.

Save 15c/gal* when you join the Fuel Rewards* program from 6/23 - 8/31/2020. Plus, save at least 5c/gal* on every fill-up just for being a AAA member.

on your first 3 fill-ups

Use your AAA Member Rewards card on every fill-up from 6/1 - 8/31/2020 and earn 5x points!

Visit AAA.com/Shell to become a Fuel Rewards* member or to link an existing account.

*Extended Gold Status: Restrictions apply. To qualify for this Extended Gold Status offer, you must: be a AAA member with a linked Fuel Rewards® account (via www.AAA.com/Shell). Limit 20 gal. See www.AAA.com/Shell for full terms and conditions. **Sign-up Bonus: To qualify for this offer, you must: be a AAA member and join the Fuel Rewards® program for the first time between 6/23/2020 at 12:00 AM EST and 8/31/2020 at 11:59 PM EST via www.AAA.com/Shell for full terms and conditions. For information about rates, fees, other costs and benefits associated with the use of the AAA Member Rewards credit card, visit any AAA branch or AAA.com/creditcard and refer to the disclosures accompanying the online credit application. 1Credit Card Bonus Points Offer: You will earn 5 points per dollar spent (consisting of 4 bonus points and 1 base point) on Shell transaction(s) that have a transaction date from June 1, 2020 through August 31, 2020. Purchases made through merchants other than Shell will not qualify for bonus points. Merchants are assigned a merchant category code (MCC) and merchant name. We do not determine which MCC or merchant name a merchant chooses to classify itself. Your purchase may not qualify to receive the bonus earn rate if the merchant does not process transactions under the MCC or merchant name that corresponds with the bonus. This promotion will not impact the standard earn rate on purchases or the bonus rewards offers on travel, gas, wholesale club and drugstore purchases. The value of this reward may constitute taxable income to you. You may be issued an Internal Revenue Service Form 1099 (or other appropriate form) that reflects the value of such reward. Please consult your tax advisor, as neither Bank of America, nor its affiliates, provide tax advice. Bonus points earned as a result of this promotion will not receive any Preferred Rewards/Preferred Rewards for Wealth Management Program Bonuses. Details are available at bankofamerica.com/preferred-rewards. This credit card program is issued and administered by Bank of America, N.A. Visa and Visa Signature are registered trademarks of Visa International Service Association and are used by the issuer pursuant to license from Visa U.S.A. Inc. AAA is a registered trademark of American Automobile Association, Inc. ©2020 Bank of America Corporation ©2020 AAA 2992080 Save 15c/gal* when you join the Fuel Rewards® program from 6/23 - 8/31/2020. Plus, save at least 5c/gal* on every fill-up just for being a AAA member. on your first 3 fill-ups

The role life insurance plays in your financial protection plan

We spend our lives preparing — preparing for college, for the “real world”, for our wedding, to have a child, and to retire. While we take time to plan for life’s expected changes, we may sometimes put off planning for the unexpected because the time to do so isn’t always clear.

As we think about the future and the best times to anticipate whatever comes next, there are tools such as life insurance that can help you financially prepare throughout every stage of life. Equipping yourself and your loved ones with coverage can help provide the added peace of mind that comes with knowing



those who matter most to you will be financially protected — even as your life and priorities change.

There is no time like the present to consider life insurance as a way to help you prepare for your stage of life. Here are a few examples of key times to consider your protection.

Graduation

The majority of today’s college graduates have student loan debt.¹ If you had a co-signer on your student loans, or want to shield your family from additional debt, it can be a good idea to have a plan in place with life insurance. Locking in lower rates while you are young and likely in better health can provide financial protection with less out of pocket for years to come. Some policies even allow the guaranteed option to purchase regardless of health at times in the future.

Starting a Family

Life insurance can help protect a growing family in the event that you are no longer there. The coverage helps to ensure that the family can stay in their home and help pay for the children’s education. Life insurance helps with household costs such as groceries and credit card bills, and can help cover income from the breadwinner or priceless support of a stay at home spouse.

Retirement

If you’re nearing retirement age or enjoying retirement now, it’s a good time to start thinking about any remaining debts or final expenses that life insurance can help cover. Tools such as life insurance and annuities can also help you maximize your pension, generate income in a favorable tax basis and have a lifetime of income that you never outlive. These tools can allow you to leave a legacy to your loved ones and ensure wealth is transferred as you wish it to be.

Help protect your reasons “why” at every step of the way with life insurance. To learn more about life insurance and annuities, contact your AAA Life Insurance Specialist at 855-841-9866 or visit www.aalife.com.

AAA Life has a rating of A (Excellent), the third highest ranking out of 13, by A.M. Best Company as of August 2019, attesting to the strength of operations built over the past 50 years. AAA Life and its agents do not provide legal, financial, or tax advice. Therefore, you may wish to consult independent professional advice prior to the purchase of this coverage. Annuities are not short-term products. Withdrawals prior to 59½ may be subject to IRS penalties. Life insurance and annuities underwritten and annuities offered by our affiliate, AAA Life Insurance Company, Livonia, MI. AAA Life is licensed in all states except NY. AAA Life CA Certificate of Authority #07861.
1Investopedia, Student Loan Debt: 2019 Statistics and Outlook. Kurt, Daniel. November 2019

Mature Operator Courses Postponed

Due to our office closures and Governor Wolf’s ordinance in limiting public gatherings, we had to temporarily postpone our Mature Operator Courses. We hope as counties transition into the Green phase that we may start rescheduling, however there are still ordinances that must be followed to ensure the health and well-being for all participants and instructors. All previously registered participants have been contacted regarding the closures and our process for rescheduling. In May the Pennsylvania Insurance Department released a bulletin protecting seniors whose discount would lapse due to not being able to take the refresher courses at a physical location due to COVID-19. Therefore, if you are due for a refresher course, you should still receive your discount in the meantime. It may be best to contact your insurance agent to confirm.



Consider an Online Course

In the meantime, you may consider taking an online course. We noticed an increase in those that have already completed such courses online over the past few months.

Completing a course online allows you to work from your home computer at your own pace with 24-hour customer service and support. The cost for both the 8-Hour and 4-Hour refresher course is \$19.00 for AAA members and \$22.00 for non-members. You can register online at <https://pennsylvania.aaadriverprogram.com/road-wise/>

While online visit www.seniordriving.aaa.com for additional driving tips and information. Online Course are:

- Convenient - take the course from anywhere you have internet access
- Easy to use - live 24-hour customer service & support from RoadWise
- Flexible - start & stop at your own pace
- Affordable- competitive online pricing with AAA member discount

Teen Driver Safety

On the roads, in the community, in the schools

Teens are among the riskiest drivers on the road, crashing four times more often than adult drivers. In fact, car crashes are the leading cause of death among people ages 16-20, killing more than 5,600 teens each year.

AAA seeks to change these statistics through our educational outreach to the community. By identifying and understanding the factors that contribute to teen driver risks, we develop strategies and programs that can help save lives.

AAA has been involved in teen driver safety for 75 years offering a full range of tools to help parents and teens throughout the whole learning-to-drive process. A very useful program is “Keys2Drive”. Keys2Drive provides parents an easy way to work with their teens through each step, from choosing a driver education program to deciding when solo driving is permitted.

The Keys2Drive website provides resources such as:

- Choosing a Driving School including a printable guide for parents of new teen drivers.
- AAA StartSmart - Newsletters and webisodes help you and your teen identify and work through a wide range of driving risks and challenges.
- Dare to Prepare - AAA’s online Dare to Prepare workshop focuses on understanding why teens crash, how your state’s graduated driver licensing system works, why you should complete a parent-teen driving agreement, what to look for when choosing a vehicle for your teen and more.
- Teaching Your Teens to Drive - A colorfully illustrated handbook, detailed teacher guide, live-action video and interactive CD-ROM, this resource can be used as a stand-alone program or as part of a high school or commercial driver education course. Parents and teens are encouraged to watch each of the 13 lessons contained in the 50-minute program together – before taking to the road.
- Driver-ZED - This interactive driving simulation challenges teens to use their eyes and brains to recognize driving hazards before they get behind the wheel. It’s much better for teens to learn now on the computer than when they’re on the road by themselves.
- Parent-Teen Driving Agreement - AAA suggests signing an agreement to help set realistic expectations and establish boundaries for teen drivers.
- AAA Teen Driver Safety Research - Learn more about current AAA Foundation for Traffic Safety teen driver research.

For more information including state-specific Teen Driving information, visit the Keys2Drive website at TeenDriving.AAA.com



Join us at aanorthpenn



From the desk of Nina Waskevich, Vice President Brand & Membership

A first for AAA North Penn and the entire AAA organization

Although we had to close our retail offices due to COVID 19, our Administrative office was in full gear. With the closing of our Phone Center in S. Williamsport we quickly began forwarding all incoming calls to our Roadside Assistance department. The staff was busy funneling these calls along with servicing emergency roadside service requests to those still travelling around Northeast and Central Pennsylvania.

The virus also resulted in adjustments for our tow providers. Responders continuously cleaned all member contact equipment and protected the safety of others by wearing masks and gloves to perform their road service duties. Business was also steady in our Membership Records department as the staff answered incoming calls, processed new memberships, and renewed memberships expiring during the months of our closings.

These were unprecedented times, but I was extremely proud of staff for their teamwork, high spirits and the level of service provided throughout the outbreak. It was a first, but if anything, COVID 19 made our organization even stronger proving that teamwork always pays off! And we are sure proud of our team.



Karen

On left front to back:
Marian, Mike, Diane, Steve,
Mary, Jim.
Right front to back: Kaylie,
Randy, Amanda, Ed.



Zach



Jen, Joe, Mike



Left side, front to back:
Sharon Rosencrans,
Denise Bittenbender,
Colleen Burns.
Right side front to back:
Diane Murrin, Linda Gisinger

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Our Whole New World

When you are ready to travel AAA will be ready to assist

Wow – what has happened to our world since we last mailed you our AAA News? It has turned upside down and inside out, and keeps on spinning and changing at a pace that has left us all breathless! We hope all of our members, families and friends are staying safe and healthy during these trying times. AAA North Penn has been practicing all the proper safety protocols, from frequent hand washing to hand sanitizing, from working from home to proper social distancing to wearing masks that will help us to all stay safe as we emerge from the whirlwind and step into our whole new world. And while we are learning the new ways, we have also kept up with our commitment to providing AAA Travel members with the best experiences as your most trusted name in travel.

Many of you had to postpone or cancel your travel dreams as we all struggled to cope with the dangers we faced. Our preferred travel vendors stepped up to help our professional travel agents service members’ needs during the Covid-19 outbreak. Cancellations, postponements, and even some rescheduling with adaptations are the new norm. And there is no other time like now to remember how important it is to have a professional travel agent with you every step of the way.

If you are ready to plan a trip in the post pandemic world, your AAA Travel agent is prepared to help you navigate the strange new world of airlines, hotels, rental cars, and all the other details that it will take to make travel once again the



**Eric Feerrar,
VP Travel**

adventure of your dreams. Perhaps you spent just a little time online during your quarantine, and are considering extending those skills into your travel plans. Remember that sites are filled with data and information, while your agent brings to you smarts, experience, and knowledge backed by the vendors that have chosen AAA as their partners.

Our members found that the services of their agents were invaluable as restrictions were issued across the globe. Updates and changes came multiple times a day, and agents relied on their constant review of the changes to safely navigate what it took to get members back home. Those same skilled professionals are now prepared to “guide you” as you pick up where we left off, with just a few more questions and answers along the way.

A well trained and experienced AAA Travel agent is your best tool as you resume your travel dreams in our post-pandemic world. They are researching destinations, screening travel companies, helping you to review and decide upon the best choice, and then making all the arrangements you have come to expect from the most trusted name in travel. And they will not stop there – they will be available throughout your trip to ensure that any issues that may arise are resolved to your satisfaction.

AAA North Penn has never experienced a business challenge like the one we have encountered with Covid-19. But I am not surprised that on a personal and professional level, we are rising to the challenge of providing to travellers the excellent support and member service for which we have always been known. Rest assured that we are here for you as our whole new world becomes the way of our future.

Call AAA North Penn today and let a professional travel agent help you find your way to your travel dreams.

Travel vendors and destination reopening schedule

As the travel world starts the process of reopening, below you will find the tentative schedule for the most popular travel destinations. See you local AAA Travel agent for current reopening and any new travel requirements.

Cruises

- **Royal Caribbean Cruise Line – Early August**
- **Carnival Cruise Line – Early August**
- **Princess Cruise Line – late October**
- **Celebrity Cruise Line – Early August**
- **Norwegian Cruise Line – Early August**
- **Disney Cruise Lines – Early September**
- **Viking Ocean Cruises – Mid – October**
- **Holland America Line – Late September**

European Itineraries – late August

Disney World – July 11

Universal Studio Orlando – Late June

Mexico resorts – Early July

Caribbean resorts – late June – Mid July



Southwest Airline reservations now available at AAA Travel!

AAA North Penn Travel Division is pleased to announce that they can now make reservations for an additional airline when you call to book a flight. So many of you have asked when we could add Southwest Airlines to our choices, and the answer is “NOW!”

When you call to make your reservation, you can now include opportunities to travel Southwest and for you to benefit from the everyday low pricing as well as some of the specials that have attracted passengers to the airline. Prior to this partnership, travelers could only book directly at the Southwest site. Now the services of your agent can make booking easier – they can help you modify or cancel. It is always good to have a real person in your corner, and it is always good to travel with the company you can trust – AAA.

Call our reservation center at 1-800-377-4222 X 4



Cruise lines step up with more flexibility

The travel industry was initially blindsided by the pandemic and the world wide shut down of almost the entire industry. But as you can imagine, they have regrouped and are now prepared to offer you the opportunity to book your next trip with confidence that it will be all that you hoped and dreamed of. The cruise lines have developed a plan they have called "Cruise with Confidence," and isn't that what you hope to have on your next vacation? When you book before August 2020, you have extra options in your arrangements.

If you need to change plans after booking, your AAA Travel agent can help you do so. Many of the cruise companies have relaxed their payment and cancellation policies to allow for the increased flexibility. Royal Caribbean, Celebrity, Azamara and Norwegian Cruise Lines are among those companies making sure you have choices that will make getting back onboard that much more attractive. You can even cancel your reservation up to 48 hours prior to traveling, making your ability to respond to changing conditions in our world much easier.

Some companies have gone even further – for example, if you find a better price on your booked cruise, your AAA Travel agent can help secure a non-refundable onboard credit or rate adjustment outside final payment with Royal Caribbean. Norwegian is offering Peace of Mind temporary policy, allowing you to cancel your individual or group booking (made by July 31, 2020) up to 48 hours from the start of your vacation in exchange for a 100% future cruise credit. Ask your agent for more details.

The travel industry is back, and is looking to brighter days for you and your fellow travelers. Their flexibility makes the opportunity even better – call your nearest AAA Travel office to learn more about how you can get out there and enjoy our world again!



CRUISE YOU SOON SAVINGS. PLAN AHEAD AND SAVE.

Daydreaming of what future vacation to take? Book a Carnival cruise vacation with AAA Travel and receive exclusive AAA Vacations Member benefits on 2020-2021 sailings.

Enjoy early saver rates, 50% reduced deposits*, free upgrades*, up to \$75* to spend onboard and more!

Carnival **AAA**

*Restrictions apply. See agent for details. ©2020 AAA Vacations. All rights reserved.

CRUISE WITH CONFIDENCE

CANCEL UP TO 48 HRS BEFORE YOU SAIL

GET A FUTURE

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PLUS ENJOY BEST PRICE GUARANTEE ON YOUR BOOKED CRUISE

BEST PRICE, BEST OFFER GUARANTEE

FUTURE CRUISE CREDIT OF 100%

LIFT & SHIFT NEXT YEAR



CONTACT YOUR AAA TRAVEL AGENT TODAY!



*Further details and restrictions apply



Viking officially opens reservations for new Mississippi River Cruises

AAA Member's receive special benefits

Viking opened reservations to the public for its new Mississippi River cruises, which will launch in 2022. The company's first custom vessel, Viking Mississippi, will debut in August 2022 and will sail voyages on the Lower and Upper Mississippi River, between New Orleans and St. Paul. Viking's arrival will bring modern river cruising to the Mississippi and will represent a major commitment to tourism and economic development in many communities along the river. Currently scheduled ports of call on Viking's new Mississippi River cruises comprise seven U.S. states: Louisiana (Baton Rouge, Darrow, New Orleans and St. Francisville); Mississippi (Natchez and Vicksburg); Tennessee (Memphis); Missouri (Hannibal, St. Louis); Iowa (Burlington, Dubuque and Davenport); Wisconsin (La Crosse); and Minnesota (Red Wing, St. Paul). As part of an exclusive preview promised by Viking Chairman Torstein Hagen, past Viking guests have been able to book the new Mississippi River cruises since March 30, 2020 and some departure dates are already nearly or completely sold out. As of today, all inaugural sailings of Viking Mississippi's 2022-2023 season are now available to the public for booking.

"Our guests are curious travelers, and they continue to tell us that the Mississippi is the river they most want to sail with us. The Mississippi River is closer to home for many of our guests, and no other waterway has played such an important role in America's history, commerce and culture." said Viking Chairman Torstein Hagen when the Mississippi River cruises were announced.

Contact your local AAA travel agent as reservations are now opened. AAA members will receive up to a \$200 ship board cruise credit when booking with AAA Travel.



2021 ALASKA CRUISE TOURS

With Added AAA Member Benefits

KENAI CONNOISSEUR onboard Royal Princess®

16 Nights – Incl. Denali & Glacier Bay National Parks
 May 20 – June 5, 2021 Incl. pre-night in Newark on May 20
 From \$4389.00 pp. dbl Land / Cruise Only
 August 12 – 28, 2021 Incl. pre-night in Newark on Aug 12
 From \$4539.00 pp. dbl Land / Cruise Only

DENALI MCKINLEY CONNOISSEUR onboard Sapphire Princess®

14 Nights – Incl. Denali & Glacier Bay National Parks
 June 23 – July 7, 2021 Incl. pre-night in Newark on June 23
 From \$4205.00 pp. dbl Land / Cruise Only
 July 21 - August 4, 2021 Incl. pre-night in Newark on July 21
 From \$4251.00 pp. dbl Land / Cruise Only

DENALI EXPLORER CONNOISSEUR

with Gary Chrisman onboard Star Princess®
 12 Nights – Incl. Denali & Glacier Bay National Parks
 July 25 – August 7, 2021 Incl. pre-night in Newark on July 25
 From \$4284.04 pp. dbl Land/Cruise Only

All Cruise Tours include cruise from Whittier to Hubbard Glacier, Glacier Bay National Park, Skagway, Juneau, Ketchikan, and disembark in Vancouver, B.C. Govt taxes, fees & port expenses of \$279.86 pp are additional.



WE'RE GOING THE EXTRA MILE.

Let's set sail together — safer than ever.

Throughout our storied history at Norwegian Cruise Line, the health and well-being of every guest and crew member have been our number one priority. With this in mind, and especially during these uncharted times, we are ever-evolving our already robust safe cruising program. Our enhanced health & safety programs are just the start of a wave of new technologies and enhancements we're rolling out both on board and on shore. We look forward to welcoming you back soon, so that you can explore the world with the ultimate Peace of Mind.

ENHANCED SCREENING PROTOCOLS

All guests and crew will undergo an extensive pre-embarkation health screening. There will be touchless temperature checks and continuous monitoring of guests and crew throughout your voyage.

ALL-NEW AIR FILTRATION

Installation of medical-grade air-filters, H13 HEPA, that remove 99.95% of airborne pathogens to ensure the air you breathe is clean. H13 HEPA filters are fine enough to catch particles of COVID-19.

INCREASED SANITATION MEASURES

All ships are thoroughly cleaned and disinfected prior to every voyage in accordance with company protocols, which are developed in partnership with CDC's Vessel Sanitation Program. Our 24/7 prevention schedule will feature continuous disinfection of public areas and high-traffic touch points.

RESPONSIBLE SOCIAL DISTANCING

Guest capacity on board and in public areas will be reduced. In addition, staggered embarkation and check-in process will be implemented for responsible social distancing.

ENHANCED MEDICAL RESOURCES

Onboard medical centers will be fully equipped with the latest testing kits and medical supplies, including onboard testing for COVID-19. We are increasing our medical team fleetwide, and we're adding a new dedicated Public Health Officer on every ship.

EXTENDED SHIP TO SHORE SAFETY

We're partnering with our local destinations and tour operators to ensure safety measures extend shoreside. We will only visit safe, open ports of call which may cause changes to your itinerary. Keeping our guests up-to-date with the latest confirmed changes is a top priority.

PRICE REDUCTION SALE

CRUISES FROM \$199 + FREE OPEN BAR + FREE SPECIALTY DINING + FREE EXCURSIONS + FREE WIFI + FREE KIDS + NORWEGIAN'S PEACE OF MIND SAIL SAFE | FLEXIBLE BOOKING



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Linda Welshans,
Director of Travel

We were here in the past..... We will be here in the future

By Linda Welshans, Director of Travel



The issues began to appear in January – then we learned more in February as we began to react to what we thought was a flu-like virus. And then mid- March, the world stopped as the implications of Covid-19 began to be a part of our daily conversations and hourly news cycle. We dropped all that we were doing and stopped living life as we knew it to deal with the dangers that faced the health of our families and friends. At AAA North Penn, we followed the instructions from Governor Wolf and closed all of our offices in an attempt to stop the spread. But even as the doors were closed, our employees remained personally committed to serving our members. As in the past when our travelers have been stranded in countries due to hurricanes, volcanic ash and blizzards we will always be there to help you through it.

I am so proud of our travel agents who did not miss a day of work even though our retail stores were closed. They set up work areas in their homes – some at their kitchen table, some in their dining rooms and some even in their bedrooms. They spent hours every day working with our travel partners to help rearrange travel plans. They also spent many hours working diligently fighting for refunds for those that wanted to cancel completely.

AAA North Penn is reminding its members and employees of the resilience of our country as we slowly emerge from the cloud of the pandemic and into the sunshine of cautious optimism that is our goal. We did not miss a day of delivering personal service with a friendly smile (perhaps behind a mask, but please know the smile is always there!). We plan to carry on in that fashion as our state reopens and supports a return to the business activity we have come to expect and enjoy.

Travel will be back, with the adaptations that will allow for you to safely return to so many of your favorite destinations and experiences. We have to live with Covid-19, but we also have the knowledge and where withal to overcome the barriers and get back to what makes our world something to enjoy. AAA North Penn has always been there, and we are here still – call your AAA Travel agent and learn what it will take to make travel a part of your dreams again.



Stephanie Mennella,
Stroudsburg



Bobbi Jo Bassler
S. Williamsport



Crystal Chiricos,
Scranton



Danielle Jones, Scranton



Candice Jenkins
AAA Travel



Karen Emery, Wellsboro



Sara Richards, S. Williamsport



Janice Brightman
Stroudsburg



Maria Belcher, Towanda

AAA's Group Trips will be back!

We have missed so many things in our world these last few months – quarantine has forced us all into a “new normal” in the rapidly evolving virtual world. At AAA North Penn, we first and foremost want you to know you have been missed and that we hope that you have remained safe and well as we learn how to live with Covid-19. But we also want you to know that we have never stopped working for you as we adapt our business to what lies ahead in the immediate, as well as, long range future. Our group travel department is facing many challenges as we redesign a program that has been a favorite for so many of you through all of your years of choosing AAA as your most trusted name in travel.



By Katrina Harvey
AAA Group Manager

The very idea of traveling as a group does challenge us as we learn to keep our social distance in order to halt the spread of the virus. We are optimistic that between now and the next offering of our very popular group tours, we will have systems in place to make this your best vacation yet, while taking care that you are safe and healthy throughout.

My department has a challenge ahead of us, but I am fortunate to have the greatest team surrounding me. Our front line agents combined with the direction and support of our management staff are brainstorming every day as we look to the 2021 return of many of your favorite group tour and destinations. You are sure to find just what you want and need as you let those travel dreams return and become a part of your future.

The Group Department is working hard to prepare a new selection of Group trips for 2021. The selection will include both new and past favorites! There will be Alaska Land/Rail/Cruise tours. European river cruising is coming back to the forefront with destinations like Ireland, Scotland and other Southern European countries on the itinerary. Bermuda and Caribbean cruises will return, and what better way to enjoy it all than with a AAA group trip? Our popular motorcoach tours, from same day to multi day packages, will be one of your many choices. And our President's trip and Premier Tours will be rescheduled in 2021 as well.

We will be back – we will be safe – we will be better than ever! When you are ready to travel, call your nearest AAA North Penn Travel office to begin making plans – 2021 will be here before you know it!

Start dreaming about your next vacation. Join us for one of our upcoming webinars.

Even though many of cruise and tour vendors have not re-opened, we can help you to start planning your future trips. We have teamed up with some of our travel partners to give you an update on their products and new itineraries. See below for a list of our virtual travel talks that you can watch from the comfort of your own home. Simply email shows@aaanorthpenn.com as to which event you would like to attend, and we will send you the link to register.

**Discover the Beauty of North America's National Parks
with AAA North Penn & AAA Member Choice Vacations!**
Thursday, June 18 11 AM – 3 PM -7 PM

Travel Talks with AAA North Penn and Viking Cruises
Thursday, June 25
11 AM- Explore the Mississippi River
3 PM- Explore the Rhine/Danube
7 PM-Traveling on the River through France

**Discover the wonder of Iceland and Scandinavia
with AAA North Penn & AAA Member Choice Vacations!**
Thursday, July 9 1 PM and 7 PM

Travel Talks with AAA North Penn and Pleasant Holidays
Thursday, July 16
3 PM and 7 PM
USA & Canada and U.S. River Cruising