



### Contact Information

<b>Auto/Motorcycle/RV Roadside Assistance</b> 888-732-1427	<b>Address</b> 1661 SE 3 <sup>rd</sup> Avenue #F305, Portland, Oregon 97214
<b>Bicycle Roadside Assistance</b> 866-238-1137	<b>Email</b> club@betterworldclub.com
<b>Member Services</b> Monday-Friday 8:30am to 5:30pm (Pacific) Toll Free 866-238-1137 Local 503-546-1137	<b>Website</b> <a href="https://betterworldclub.net">https://betterworldclub.net</a>  <b>Member Portal</b> <a href="https://members.betterworldclub.net">https://members.betterworldclub.net</a>

### Welcome to Better World Club!

We invite you to log in to the Member Portal to access the latest updates, important resources, and tools designed to support your experience with us.

Whether you're looking to stay informed, manage your account, or explore new opportunities, the portal is your go-to destination.

Log in today and explore all that your membership has to offer: <https://members.betterworldclub.net>

### Thank you for riding with us!

At BWC, we believe in protecting drivers and protecting the planet. A portion of membership dues supports various environmental causes. So when you count on us for roadside assistance, you're also driving positive change for a better future.

Better World has better services for your on-the-move lifestyle. We make choosing ethical services for all your everyday needs easy and affordable.



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### **Emergency Service 24/7**

Anywhere in the United States or Canada, Better World Club is there. Unless you make other arrangements with the dispatcher, you must be with your vehicle when a service provider arrives. We cover the individual, not the vehicle. You must be a named driver to be eligible for service. Members are entitled to 4 service calls per membership year, 8 per household.

#### **Towing**

Basic members: Towing is provided to the nearest qualified repair facility, up to 5 miles. Premium members: Towing is provided up to 100 miles. In certain cases, towing may also be provided to your residence.

#### **Battery Jump**

If your battery dies, we will dispatch someone to give you a jump start. If that does not work, we will tow your vehicle up to your benefit limit. We do not deliver batteries. Electric vehicles that have run out of charge will be towed to the nearest charging station.

#### **Flat Tire**

If you get a flat tire, we will put your spare on for you. If no spare is available, we will tow you to a shop where you can purchase one.

#### **Lockout**

Members will be covered if the keys are locked inside the vehicle. If locksmith services are required, you will be reimbursed up to your benefit limit: Up to \$50 for Basic members and up to \$100 for Premium members.

#### **Fuel Delivery**

If you run out of gas, an emergency supply of fuel will be delivered. Fuel is delivered free for Premium members. Basic members are required to pay for the fuel.

#### **Winching**

If your vehicle is stuck in mud, sand, snow, or a ditch, and is accessible from a normally traveled roadway, it will be extricated or winched (within 100 ft). Up to \$125 for Basic members and up to \$250 for Premium members.



### **Reimbursement/Claim Requests**

Reimbursement requests must be in electronic format and submitted within 90 days of occurrence. Forms can be found on the member portal. You may also request one by phone or email.

### **Add on Benefits**

You must purchase these services before the time of need. There is an additional fee associated with these plans.

#### **RV (large vehicle)**

Towing and emergency services will be extended to vehicles that fall into the medium duty class (10,000-20,000 GVW). All services will be capped at \$500.

#### **Motorcycle**

Basic or Premium services will extend to a motorcycle with the purchased add-on.

#### **Bicycle**

You may also purchase a Bicycle policy. If your bicycle is disabled and cannot be ridden safely, you may contact the toll- free dispatch service for bicycle assistance.

Coverage includes up to 30 miles of transportation for you and your bicycle and 2 service calls per listed member. Your bicycle must be accessible from the road (we cannot dispatch onto bicycle trails or paths).

### **Terms and Conditions**

For more information about our roadside terms and conditions please read the policy carefully

[Auto Terms](#)

[Bicycle Terms](#)

### **Additional Services**

#### **Trip Interruption**

If you're more than 100 miles from home and are in a collision that renders your car unsafe to drive, Better World Club will reimburse you for certain expenses, up to \$750 for Basic Members, \$1500 for Premium members, per membership year.

You must submit a police report with your reimbursement request along with receipts for expenses incurred within 48 hours of the incident and purchased near the accident location.. Items that are eligible for reimbursement are car rentals, taxis, train or airplane tickets, meals, and lodging. Prearranged reservations are not eligible



## Better World Club Member Handbook

### Carbon Offsets

Did you know that BWC purchases carbon offsets on your behalf as part of your membership? It's a fund that supports renewable energy, such as wind and solar, activities like planting trees, and other carbon sequestration projects. You can purchase additional offsets by calling member services or adding them to your renewal payment.

Our carbon offsets help you make a real impact by supporting environmental projects that are independently verified for quality and effectiveness. We exclusively use Gold Standard Carbon Offsets—rigorously vetted by third-party organizations—to ensure every dollar goes toward high impact initiatives that reduce or remove greenhouse gas emissions. Not all offsets are created equal, and with Gold Standard, you're backing some of the most trusted and effective sustainability efforts in the world.

### Insurance

Looking for the right auto or homeowner's insurance without the hassle? Better World Club's got you covered! We've teamed up with top insurance underwriters to bring you home and auto quotes from over 30 insurers—no pressure, no purchase necessary. Just hop into your member portal benefits or give us a call and start comparing to see if you can save!

*If you're in Massachusetts or California, please call  
617-876-5300*

*If you're in the other 48 states, please call  
877-234-2800*

### Discounts

Suite of Services for a Sustainable Lifestyle Log into the member portal to access the discounts.  
<https://members.betterworldclub.net>

*Lifestyle Discounts* - Check the Member Discounts Portal for all your travel reservation discounts including car rental and hotel stays, even flights! You will also find a wide variety of attractions like events, shows, concerts, theme parks, even movie tickets, and shopping.

*Travel Insurance* - Protect your travel plans with Wanderwell Insurance plans, our B-Corp travel partner and world class insurance company.

*Home Efficiency* - Better World Club members have access to discounted programs through Energy Sage. Imagine confidently shopping for solar panels, EV chargers, heating/AC systems, and more, all with the guidance of an Energy Advisor who can help you plan and customize your clean energy solutions.

*Digital Protection* - Partnering with Aura, we're offering members discounts of up to 67% on their all-in-one digital protection plans. Aura is dedicated to creating a safer internet, empowering people to navigate their digital lives with confidence. By constantly monitoring and identifying emerging threats, Aura ensures that you and your family stay protected online.

*Grocery Delivery* - Save and get cash back with healthy, organic, fresh groceries delivered to your doorstep from B-Corp Certified companies.



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*Ethical Travel* - Better World Club has teamed up with Intrepid to offer 10% off to Better World Club members from the world's largest B-Corp Travel provider.

*Sustainable Shopping* - Better World is proud to partner with DoneGood and their hundreds of small businesses that put people first. DoneGood is an ethical marketplace with ethical brands – where every purchase you make does good for people and the planet.

*Partner discounts are subject to change at any time. Don't wait, they might be gone!*

### Travel Agents

Better World Club provides a free booking tool to help you save on flights, hotels and rental cars. But if you prefer a more personalized approach to planning your travels, contact member services and we will refer you to our specialized travel agent. The consultation fee ranges from \$35 to \$100, depending on the complexity of your booking, but the peace of mind you'll gain is priceless. Get started on planning your perfect trip!