

Rental Leasing Services

Subject:	Physical Damage Coverages (PDC) For Rental Customers
Procedure No.	CO 0901 – 0316
Distribution:	RLS Server – Internal Company Intranet
Approval Date:	March 17, 2016
On RLS Server:	March 17, 2016
Replaces Procedure:	CO 0901 – 0314, March 26, 2014, CO 0901 – 0210, Dated 02-12-2010, CO 0901- 0109, Dated 01-14-2009, Implemented 01-18-2009, CO 0901-0907, Dated, 09-27-07, Implemented 10-01-07, CO 0901-0407, Dated February 15, 2007, Implementation April 1, 2007 (Test Stores: WBI, NHS, NGL, NPA & NBR) & June 1, 2007 All Stores.
Other References:	None.
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • Why Physical Damage Coverage is Required • Rental Requirement • Physical Damage Coverage And Loaner Customers • Suggested Dialog • Additional Renter’s PDC Requirement • How to Verify Customer’s Insurance Coverage - Revised • If The Customer’s Insurance Policy Does Not Have Physical Damage Coverage • Entering Insurance Verification into RentWorks • How to Verify Customer’s Credit or Debit Card Coverage • Two Week Rentals And Credit / Debit PDC • How To Handle Extensions...When The Customer Is Using Their Credit / Debit Card To Meet The PDC Requirement • If The Customer’s Credit or Debit Card Does Not Have Physical Damage Coverage • Entering Credit or Debit Card Verification into RentWorks • When Customers Choose CDW, What CDW Covers • What the Collision Damage Waiver Does Not Cover • The Collision Damage Waiver is Not Insurance • Entering Collision Damage Waiver into RentWorks • Vehicle Classes Not Available For Damage Waiver Sales

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<p>Why Physical Damage Coverage Is Required</p>	<p>To reduce or eliminate the customer’s out of pocket costs for physical damage to the rental vehicle while on rent to them.</p> <p>To prevent the company from bearing the entire cost of repairing vehicles that incur physical damage on rentals where the customer(s) had no insurance to cover the physical damage and did not purchase the CDW.</p>
<p>Physical Damage Coverage And Loaner Customers</p>	<p>Loaner customers will not be required to choose a Physical Damage Coverage when they are renting under the Loaner Rental Program. The Physical Damage Coverage requirement applies to all non loaner customers.</p>
<p>Rental Requirement</p>	<p>Customers will be able to use one of the following to meet the new damage coverage requirement for their rentals:</p> <p style="padding-left: 40px;">A.) Their Own Auto Collision Insurance,</p> <p style="padding-left: 40px;">B.) Their Credit or Debit Card (with rental car coverage), or</p> <p style="padding-left: 40px;">C.) Purchase Our Collision Damage Waiver</p>
<p>Suggested Dialog</p>	<p><i>“(Customer’s Name) Physical Damage Coverage will be required on the rental vehicle. You have the choice of using your own Auto Collision Insurance, your Credit, or Debit Card, or you may purchase NextCar’s Collision Damage Waiver.”</i></p> <p><i>“Which one will you be using for this rental?” OR</i></p> <p><i>“(Customer’s Name) Physical Damage Coverage will be required on the rental vehicle. You may...</i></p> <ul style="list-style-type: none"> <i>• Use your Auto Collision Insurance,</i> <i>• Use your Credit or Debit Card, or</i> <i>• Purchase NextCar’s Collision Damage Waiver.”</i> <p><i>“Which one will you be using for this rental?”</i></p>

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<p>“New” Additional Renters</p>	<p>Additional Renters must also provide physical damage coverage. They may provide the coverage by:</p> <ol style="list-style-type: none">1. Being covered under the Primary Renter’s insurance policy.<ul style="list-style-type: none">➤ You must call the Primary Renter’s insurance to find out if the additional renter will be covered.➤ <u>Give the Additional Renter’s name</u> to the Primary Renter’s insurance company when you call to verify if he/she will be covered.2. Being covered under the Primary Renter’s credit or debit Card <i>that offers Auto Rental Collision Coverage</i>.<ul style="list-style-type: none">➤ You must call the credit or debit card of the Primary Renter to find out if the Additional Renter will be covered. <i>The telephone number listed on the back of the card should be called to verify the card’s rental car coverage.</i>➤ Most cards (providing rental collision coverage) will cover the Additional Renter as long as the Additional Renter is listed on the rental contract. <i>However, you must call each time to verify the card’s policy, since they are subject to change.</i>➤ <i>Call the telephone number on the back of the card to verify the card’s rental car coverage. We no longer use the credit card job aid to verify coverage.</i>
<p>New CDW is not available to be sold on Prestige & LuxSuv7</p>	<p>The Collision Damage Waiver is not available to be sold on our Prestige and LuxSuv7 vehicle classes. Customers must supply their own Physical Damage Coverage when renting vehicles in the Prestige and LuxSuv7 vehicle classes.</p>

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<p>“New” Additional Renters</p>	<p>3. Having car insurance with collision coverage.</p> <ul style="list-style-type: none"> ➤ Call the Additional Renter’s insurance company for verification (see the how to verify customer’s insurance section). ➤ Document the date, time and name or employee number of the insurance representative who verified the Additional Renter’s collision coverage in a note (placed on the “contract”) in RentWorks. ➤ Let the Additional Renter’s insurance company know the customer will be listed as an Additional Renter on the rental contract. ➤ Complete the Additional Renter’s screen in RentWorks with the Additional Renter’s insurance company name, policy # and expiration date. ➤ Make a copy of the Additional Renter’s insurance card and attach it to our rental contract. <p>If the Additional Renter can not provide the Physical Damage Coverage using options 1, 2 or 3 above, the Collision Damage Waiver is to be purchased to meet the Additional Renter’s Physical Damage Coverage Requirement.</p> <p>Important Note:</p> <ul style="list-style-type: none"> ➤ The Additional Renter must meet the Physical Damage Coverage Requirement, have a valid driver’s license, and a credit, and/or debit card in their own name to qualify to be an Additional Renter on the contract.
<p>PDC - Suggested Dialog</p>	<p><i>“(Customer’s Name) Physical Damage Coverage will be required for all drivers of the rental vehicle. You may be covered under the Primary Renter’s Insurance or Credit card coverage. If not, you have the choice of using your own Auto Collision Insurance, or having the Primary Renter purchase NextCar’s/Rent A Wreck’s Collision Damage Waiver for you.”</i></p> <p><i>“Which one will you be using for this rental?”</i></p>

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Customers Choose To Use
Their Own Insurance...

“New” Procedure ➡

You will need to verify whether the customer’s insurance policy includes “Collision” insurance. It’s the Collision Insurance that will provide the Physical Damage Coverage for the rental vehicle.

- **You must call to verify collision insurance even if the customer presents an insurance card.**

Why? The customer’s insurance policy could have been cancelled due to a non payment or other reasons, and we would not know this by just looking at the customer’s insurance card.

- You must call each time the customer rents. Even if the customer is a repeat renter.
- Verify that the insurance has been pre-paid for a minimum of 30 days from the rental date.

If yes...

Make sure of the following:

- The insured’s name matches your rental customer...
- The insurance card has not expired, look at the insurance card’s expiration date.
- Document the date, time and name of the insurance representative who verified the Renter’s coverage in a note (placed on the “contract”) in RentWorks.

OK, (customer’s name) give me a few moments to verify your Physical Damage Coverage.”

“(Customer’s Name) That’s OK, I’ll just need your current address, insurance company name and your policy number to verify your Physical Damage Coverage.”

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<p>How To Verify Customer's Insurance Coverage</p>	<p>Remember, you will need to verify whether the customer's insurance policy includes "Collision" Insurance. It's the Collision Insurance that will provide the Physical Damage Coverage for the rental vehicle.</p> <p>Call the insurance company.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; padding: 2px;">INSURANCE COMPANY</th> <th style="text-align: left; padding: 2px;">PHONE NUMBER</th> </tr> </thead> <tbody> <tr><td style="padding: 2px;">ALLSTATE</td><td style="padding: 2px;">(800) 255-7828</td></tr> <tr><td style="padding: 2px;">ERIE</td><td style="padding: 2px;">(800) 367-3743</td></tr> <tr><td style="padding: 2px;">FARM BUREAU</td><td style="padding: 2px;">(800) 447-8323 or (800) 277-8323</td></tr> <tr><td style="padding: 2px;">FIREMAN'S FUND</td><td style="padding: 2px;">(800) 347-3428</td></tr> <tr><td style="padding: 2px;">GEICO</td><td style="padding: 2px;">(800) 424-6443</td></tr> <tr><td style="padding: 2px;">HARTFORD</td><td style="padding: 2px;">(800) 637-5410</td></tr> <tr><td style="padding: 2px;">HENRY'S</td><td style="padding: 2px;">(301) 735-8810</td></tr> <tr><td style="padding: 2px;">LIBERTY MUTUAL</td><td style="padding: 2px;">(800) 241-3238</td></tr> <tr><td style="padding: 2px;">MAIF (MD AUTO INS. FUND)</td><td style="padding: 2px;">(800) 492-7120</td></tr> <tr><td style="padding: 2px;">NATIONWIDE</td><td style="padding: 2px;">(800) 421-3535</td></tr> <tr><td style="padding: 2px;">PROGRESSIVE</td><td style="padding: 2px;">(800) 274-4499</td></tr> <tr><td style="padding: 2px;">PRUDENTIAL</td><td style="padding: 2px;">(800) 437-3535</td></tr> <tr><td style="padding: 2px;">SAFCO</td><td style="padding: 2px;">(800) 332-3226</td></tr> <tr><td style="padding: 2px;">STATE FARM</td><td style="padding: 2px;">(888) 613-3966</td></tr> <tr><td style="padding: 2px;">TRAVELERS</td><td style="padding: 2px;">(800) 252-4633</td></tr> <tr><td style="padding: 2px;">USAA</td><td style="padding: 2px;">(800) 531-8222</td></tr> </tbody> </table>	INSURANCE COMPANY	PHONE NUMBER	ALLSTATE	(800) 255-7828	ERIE	(800) 367-3743	FARM BUREAU	(800) 447-8323 or (800) 277-8323	FIREMAN'S FUND	(800) 347-3428	GEICO	(800) 424-6443	HARTFORD	(800) 637-5410	HENRY'S	(301) 735-8810	LIBERTY MUTUAL	(800) 241-3238	MAIF (MD AUTO INS. FUND)	(800) 492-7120	NATIONWIDE	(800) 421-3535	PROGRESSIVE	(800) 274-4499	PRUDENTIAL	(800) 437-3535	SAFCO	(800) 332-3226	STATE FARM	(888) 613-3966	TRAVELERS	(800) 252-4633	USAA	(800) 531-8222
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<p>If the Customer's Insurance Policy Does Not Include "Collision" ...</p>	<ul style="list-style-type: none"> • The customer must either use a Credit or Debit Card that provides physical damage coverage for the rental vehicle (see Credit or Debit Card verification section) or • Purchase our Collision Damage Waiver. <p style="margin-top: 10px;"><i>“(Customer's Name) your insurance policy does not include the Collision coverage that would provide the Physical Damage Coverage for the rental vehicle. Your Credit or Debit Card may provide the coverage or you may purchase our Physical Damage Coverage for the rental vehicle.”</i></p> <p style="margin-top: 10px;"><i>“Which one would you like to use for this rental?”</i></p>																																		

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Entering Insurance Verification into RentWorks

Insurance Replacement/Shop Repair

Renter Information
Renter: RA#: Claimant Insured
Year: Make: Model:
Ins. Co.: Agent:
Policy #: Phone #: () -
Exp. Date: Verified By:
 Liability 0.00 Limit
 Comp. 0.00 Ded.
 Collision 0.00 Ded.
 Transferable

Reason: Body/Repair Shop:
Loss Date: Shop Contact:
Insured: Phone #: () - Ext:
Fax #:

Bill-To Information
Bill To #: 1 2 3 4
Bill To:
Adj/Serv Writer:
Phone: () - Ext:
Claim/RO #:

Rental Reimbursement
Daily Rate: 0.00 Max: 0.00
 Plus Tax Pay All
 Bill Concurrently

Extended Through:
Total Days Approved: 0 By:

[View details on pickup/delivery site](#)

In the Insurance Replacement / Shop Repair screen complete the following fields:

- “Insured” box – place a check mark
- “Collision” box – place a check mark – put in the Collision Amount given by the Insurance Company or listed on the Customer’s Insurance card
- “Ins. Co:” - Select or type – in the customer’s insurance company name
- “Policy #” – Type in the customer’s policy number
- “Exp. Date” – Type in the customer’s insurance expiration date
- “Verified By” – Type in the first and last name of the person who verified the customer’s coverage at the insurance company
- Save the screen – this pop – up message will appear
- Check “No”

Question

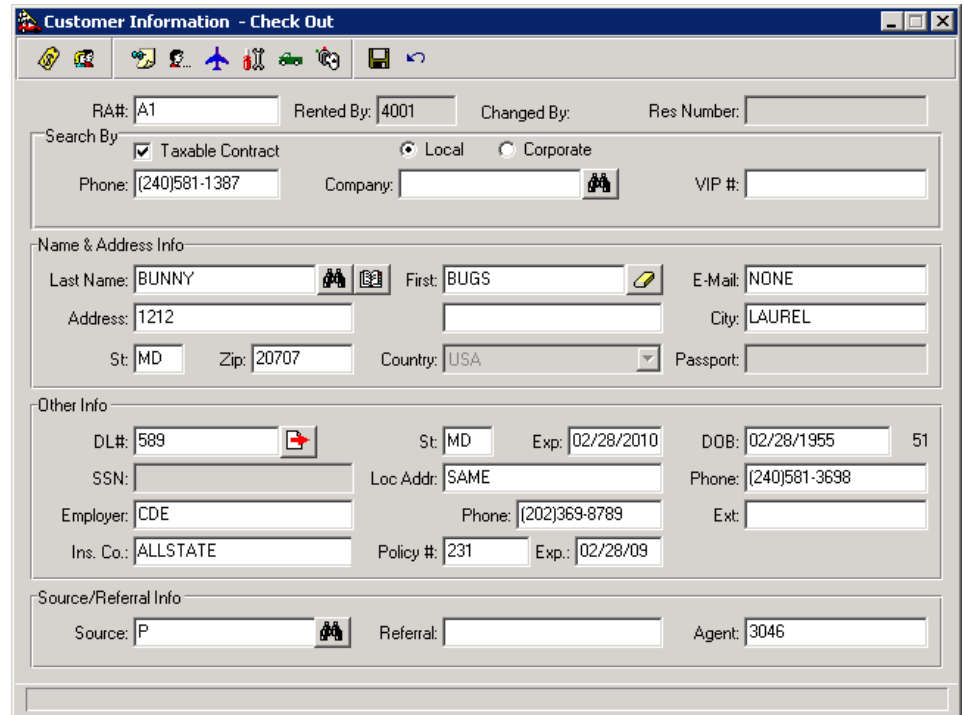
There is no extension date set for this contract. It will not appear on the Extension Inquiry unless you set one. You can automatically create the first extension detail.

Do you wish to do this now?

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Entering Insurance
Verification into RentWorks
continued...

The Customer Information screen will return with the
customer's insurance information included.



Customer Information - Check Out

RA#: A1 Rented By: 4001 Changed By: Res Number:

Search By: Taxable Contract Local Corporate

Phone: (240)581-1387 Company: VIP #:

Name & Address Info

Last Name: BUNNY First: BUGS E-Mail: NONE

Address: 1212 City: LAUREL

St: MD Zip: 20707 Country: USA Passport:

Other Info

DL#: 589 St: MD Exp: 02/28/2010 DOB: 02/28/1955 51

SSN: Loc Addr: SAME Phone: (240)581-3698

Employer: CDE Phone: (202)369-8789 Ext:

Ins. Co.: ALLSTATE Policy #: 231 Exp.: 02/28/09

Source/Referral Info

Source: P Referral: Agent: 3046

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How to Verify Customer's Credit / Debit Card Coverage

1. Call the number on the back of the credit or debit card to verify rental car physical damage coverage.
2. You must also inform the credit or debit card issuer of the make and model the customer is renting to ensure the specific model will be covered.

For example: The customer wants to rent a Cadillac SRX. You must call to verify that the Cadillac SRX model would be covered under the card's "selected models".

3. Ask the credit / debit card issuer for the number of consecutive days the card will offer the rental car physical damage coverage. If the customer's rental length will exceed the card's coverage, the card is not to be used to meet the rental's *physical damage requirement*. The customer may choose to use their own auto collision coverage (see customer insurance verification section) or purchase our CDW.
 - Credit / Debit Card Companies require customers to open and close their entire rental contract on the card if they are using the card for the rental car physical damage coverage.
4. If applicable, ask if the Additional Renter will be covered.
 - If the card does not have coverage the customer must choose to use their own auto insurance (see verifying customer's insurance section) or purchase the CDW.
 - We never know when an issuer will change the card's benefits, terms and conditions, so you must verify the card's coverage by calling each time the customer rents a vehicle. Even if the customer is a repeat renter.

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<p>Two Week Rentals With Credit / Debit Physical Damage Coverage</p> <p>How To Handle Extensions... When The Customer Is Using Their Credit / Debit Card To Meet The Physical Damage Coverage Requirement</p>	<p>Customers who are renting for at least two weeks and choose to use their credit / debit card for the physical damage coverage must be made aware of their card's consecutive day coverage limitations.</p> <p>Customers who want to extend rentals, and are using their credit / debit cards to meet the physical damage coverage, must also be informed of their Credit or Debit Card's consecutive day coverage limitations.</p> <p>If a customer is using their credit or debit card to meet our physical damage requirement, do not approve an extension that will take him / her past their card's consecutive day coverage limitation.</p> <p>Why?</p> <p>Credit / Debit cards will not cover beyond their consecutive days stated. The credit / debit card company will look to see if the customer's charges include a new contract... using their card... with the same Rental Company. If so, the customer's physical damage coverage will not apply. This is also true for extensions and vehicle exchanges. Once the credit or debit card's consecutive days have been reached, the customer will not have the card's physical damage protection.</p> <p>The customer must come in to close the rental and re-rent using a different card that will provide the physical damage coverage, or they must use their own auto collision coverage (see customer's insurance verification section) or purchase our CDW to meet the physical damage requirement</p>
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<p>If The Customer's Credit / Debit Card Does Not Have Damage Coverage</p>	<ul style="list-style-type: none"> ● The customer must either use their own auto insurance (see customer insurance coverage verification section) <i>or</i> ● Purchase our Collision Damage Waiver.
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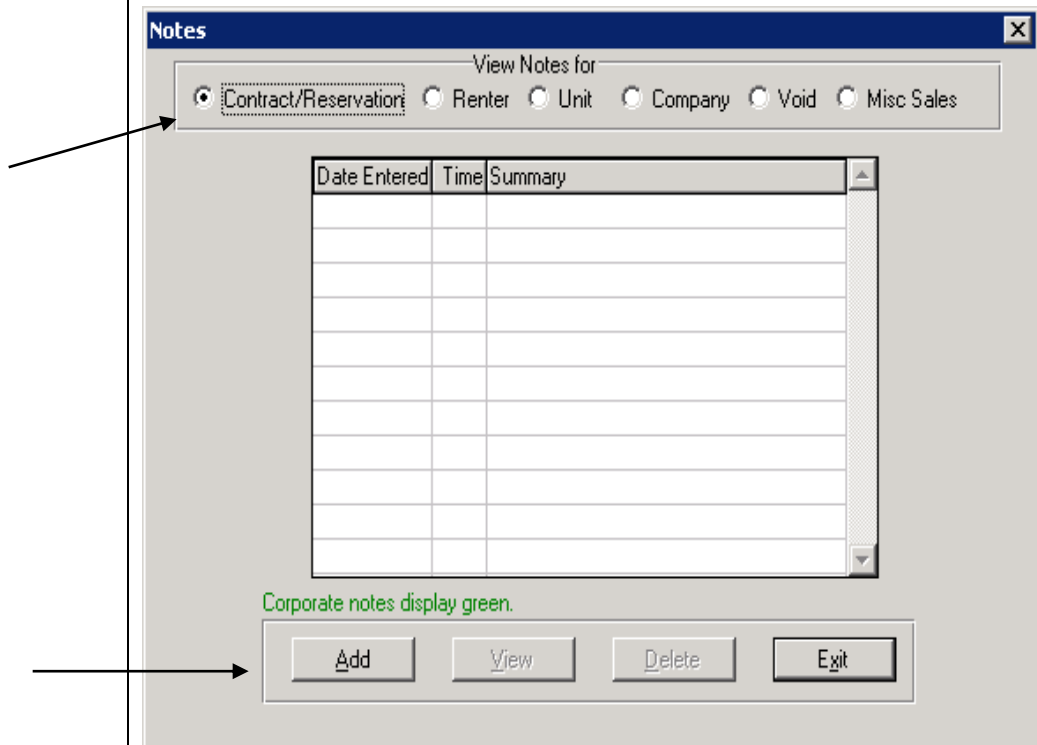
Entering Credit / Debit Card Verification

Place the Credit / Debit Card Physical Damage Coverage notes on the customer's **"Contract/Reservation"** not on the customer's **"Renter"** file.

Why?

The customer may choose to use a different Physical Damage Coverage the next time they rent. Currently, notes placed on the customer's "Renter" file will continue to pop-up every time you type in the customer's home telephone number or name. We do not want the previous Credit / Debit Card Physical Damage Coverage notes to keep popping – up if the customer chooses to use a different Physical Damage Coverage option on their next rental.

When a note is placed on the "Contract/Reservation" file, the note will only pop –up when you go into the Reservation or the Rental Contract, not when you type in the customer's telephone number or name.



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<p>Entering Credit / Debit Card Verification continued...</p>	<p>In the “Summary” field type in the Credit / Debit Card to be used to provide the rental’s PDC (Physical Damage Coverage)</p> <p>Summary Section Example: VC PDC = Visa Credit or Debit Card is being used to cover the Physical Damage Coverage</p> <ul style="list-style-type: none">• AE Credit = American Express Credit or Debit Card• DI Credit = Discover Credit or Debit Card• DC Credit = Diners Credit or Debit Card• MC = MasterCard Credit or Debit Card• MD = MasterCard Debit Card• VC = Visa Credit or Debit Card• VD = Visa Debit Card <p><i>The Credit / Debit Card Companies require customers to open and close their rental contract using the card used for the PDC (Physical Damage Coverage) or the PDC will not apply.</i></p>
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Entering
Credit /
Debit Card
Verification
continued...

Here's a note showing the card's verification was made by calling the credit / debit card company.
In the "Notes" section type the following information:

1. VERIFIED BY CALLING CREDIT OR DEBIT CARD
2. Then type the first and last name of the person at the credit/debit card company that you talked to and the phone number of the customer with rental vehicle coverage for the vehicle being rented.
3. List how many days the card will provide coverage.
4. Check the "Display Automatically" Box
5. Save the note

The screenshot shows a dialog box titled "Notes - Ra/Res". At the top, it displays "Date: 02/12/2010", "Time: 14.27", and "Entered By: BOWIE, PAT". Below this is a "Summary:" field containing "VC PDC" and a "Printable" checkbox. The "Notes:" field is a large text area containing the following text: "VERIFIED BY CALLING CREDIT CARD.", "TALKED TO MR. SAM SONITE AT VISA. 1-800-688-6086", and "CARD WILL COVER 15 CONSECUTIVE RENTAL DAYS." Below the notes field is a checked checkbox labeled "Display Automatically". At the bottom of the dialog are three buttons: "Change", "Cancel", and "Save".

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<p>When Customers Choose CDW... What the Collision Damage Waiver Covers</p>	<p>When renters buy CDW, they don't have to pay for damage to the rental vehicle caused by collision, vandalism, or "acts of nature". CDW also covers tire and windshield damage. Simply put, CDW covers Physical Damage to the rental vehicle.</p> <p>CDW covers all renters named on the rental contract for Physical Damage Coverage to the rental vehicle, as long as the vehicle is operated under the terms and conditions of the rental contract.</p>
<p>What the Collision Damage Waiver Does Not Cover</p>	<p>Exclusions:</p> <ul style="list-style-type: none"> • CDW does not cover theft, overhead or roof damage. • CDW provides no protection if there are any violations to the Rental Contract (such as unauthorized renter, driving while intoxicated, racing, driving a vehicle for hire, etc.). A full listing of violations can be found on the back of the Rental Contract.
<p>The Collision Damage Waiver is Not Insurance</p>	<p>The Collision Damage Waiver Is Not Insurance. CDW is a "waiver" of the renter's responsibility for physical damage (except for the Exclusions stated above) to the rental vehicle.</p>
<p>Entering CDW into RentWorks</p>	<p>Once you have the "Dates", "Times", vehicle "Class" and "Rate Code" selected:</p> <ul style="list-style-type: none"> • Check the CDW box on the Sale Information Screen. 