

# Insurance/Compensation System Introduction

## Insurance/Compensation Included in the Rental Car's Basic Rate

In the event of an accident during use, compensation within the scope of the compensation amount limit is given.

<b>Bodily injury</b>	<b>Unlimited</b> per person (including automobile liability insurance)
<b>Property damage</b>	<b>Unlimited</b> per accident [cost of <b>JPY 50,000</b> covered by customer (deductible)]
<b>Car damage</b>	Up to the <b>actual value</b> per accident [cost of <b>JPY 50,000</b> covered by customer (deductible); <b>JPY 100,000</b> for buses and large size trucks]
<b>Physical disability</b>	Up to <b>JPY 30,000,000</b> per person Compensation will be paid for injuries to passengers (including death and residual disability) regardless of the degree of the driver's responsibility. (Up to JPY 30,000,000: the amount of damage will be calculated by the insurance company based on the insurance clause.)

\*The deductibles mentioned above and amounts exceeding the compensation amount are paid by the customer.

\*Insurance does not cover any accidents specified by the disclaimers in the insurance agreement. Insurance may also not cover accidents for which an accident report has not been issued by a police officer.

### Note!

#### Instances Not Covered by Insurance/Compensation System

\*The accident is not reported to the police (there is no accident report) \*Accidents occurring when someone other than the applicant at the time of departure is driving \*Accidents occurring while driving without a driver's license \*Accidents occurring while driving under the influence of alcohol \*Accidents occurring while driving during an extended period of rental without permission \*Violation of other items listed in the rental agreement, etc. Example: Theft of the vehicle while the key is in it

## Costs not included in basic insurance/compensation, which are covered by the customer.

<p><b>A Insurance charge incurred (deductible)</b></p> <table border="1"> <tr> <td><b>Property damage</b></td> <td>Cost covered by customer (deductible)</td> <td><b>JPY 50,000</b></td> </tr> <tr> <td><b>Car damage</b></td> <td>Cost covered by customer (deductible)</td> <td><b>JPY 50,000<sup>*1</sup></b></td> </tr> </table> <p><small>*1: JPY 100,000 for buses and large trucks</small></p>	<b>Property damage</b>	Cost covered by customer (deductible)	<b>JPY 50,000</b>	<b>Car damage</b>	Cost covered by customer (deductible)	<b>JPY 50,000<sup>*1</sup></b>	<p><b>B Non Operation Charge (NOC)</b></p> <p>In the event of a car accident, car theft, car breakdown or stains/damage to the car, if the car needs to be repaired and/or cleaned, the fees below will be charged as compensation for business interruption for that period.</p> <table border="1"> <tr> <td><b>Able to be driven</b></td> <td>Driven back to the scheduled shop</td> <td><b>JPY 20,000</b></td> </tr> <tr> <td><b>Unable to be driven</b></td> <td>Not driven back to the scheduled shop</td> <td><b>JPY 50,000</b></td> </tr> </table> <p><small>*If the car is able to be driven but is not returned to the shop (left on the road, etc.), JPY 50,000 is charged.</small></p> <p><b>C Expenses for flat tires</b></p> <p><b>D Expenses for loss/damage to hubcaps only</b></p>	<b>Able to be driven</b>	Driven back to the scheduled shop	<b>JPY 20,000</b>	<b>Unable to be driven</b>	Not driven back to the scheduled shop	<b>JPY 50,000</b>
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If you join the **Exclusion of Liability Compensation System**

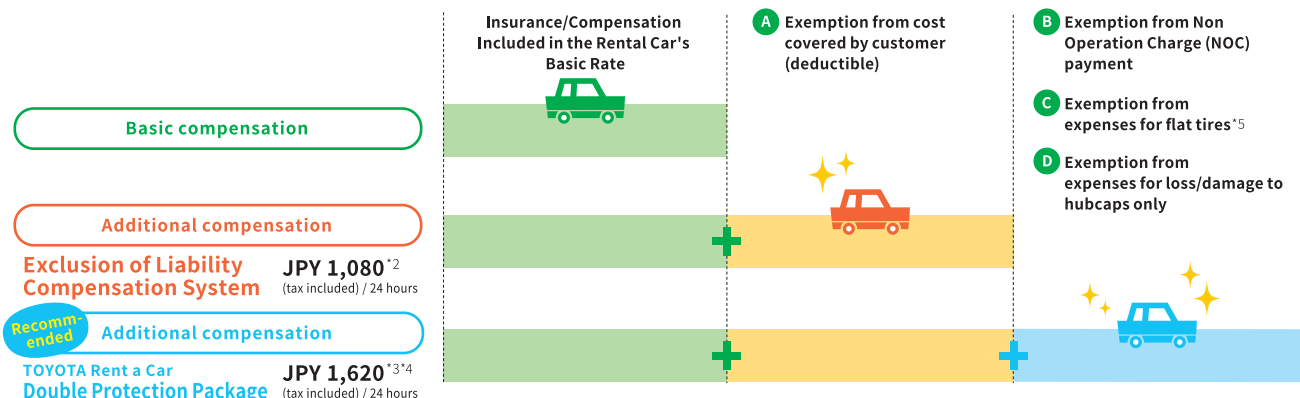
No need to pay **A**

If you join the **Double Protection Package**

No need to pay **A B C D**

## TOYOTA Rent a Car Double Protection Package

The TOYOTA Rent a Car Double Protection Package exempts the customer from payments of the deductibles and the Non Operation Charge (NOC), and also provides basic compensation in the case of an emergency.



\*2: JPY 2,160 (tax included) for vehicles classified as 1 or 2 / 24 hours \*3: JPY 2,700 (tax included) for vehicles classified as 1 or 2 / 24 hours

\*4: **JPY 540 (tax included) / 24 hours when you make a reservation through a travel agency and the Exclusion of Liability Compensation System is included in the rental car charge.**

\*5: Please check "[Points of concern]" on the other side.

## Road Service (Included in the Rental Car's Basic Rate)



### Vehicle Carrying Service

Maximum compensation of JPY 150,000 per accident (approx. 180 km)



### Flat Tire and Spare Tire Exchange

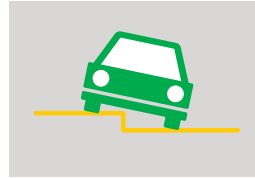
If the tire of a vehicle not equipped with a spare tire pops, the vehicle will be carried to the nearest repair shop (there may be instances when the puncture repair kit is used).

\*Repair costs to damaged tires, the cost of new tires and costs of labor, and the cost of the repair kit found in the vehicle are paid by the customer.



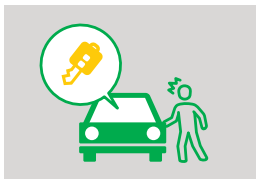
### Restarting the Battery When it Dies

Restarting of a dead battery by connecting it by cable to an engine and starting the engine



### Raising Cars Partially Fallen into Ditches, etc.

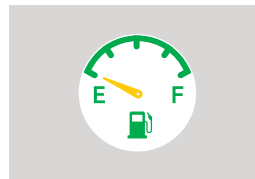
Raising height up to 1 m



### Opening Doors When the Key is Locked Inside

Service offered only when confirmation can be made with the rental car's contract that it is the person named in the contract.

\*The following instances do not apply. Unlocking vehicles equipped with security devices (immobilizers, etc.). Unlocking of trunks. Other instances where it is difficult for the arriving assistance to unlock the vehicle due to the car model, year, type of key, etc.



### Refueling When Out of Gas

Limited to 1 time per rental. A maximum refill of 10 liters of gasoline or diesel. "Out of gas" refers to a state where the engine does not turn on due to a lack of fuel.

\*The road services above are provided by affiliated insurance companies.

\*Emergency repairs/light labor on site is free, but other work done is charged.

\*Amounts exceeding the compensation amount, and accidents described by disclaimers in the insurance agreement or damage from accidents or use in violation of the rental agreement are paid by the customer.

\*Conditions of rental shops and insurance companies may differ.

If the road services above become necessary, please contact the insurance company mentioned by the staff at the time of departure.

## Customers Covered by the Double Protection Package

### Flat Tires, Loss/Damage to Hubcaps Only

Repair/exchange costs are free of charge.<sup>1</sup> Service is offered in the event of tire trouble.

\*1: Repair costs to damaged tires, costs of labor and the cost of new tires if a tire exchange is necessary, the cost for lost hubcaps, and the cost of wheels if damaged are free of charge.

#### [Points of concern]

- If replacing a tire with a spare tire, please use the road service offered by a designated insurance company or do it yourself.
- In instances where the vehicle has popped a tire and is not equipped with a spare tire, please request road service offered by a designated insurance company, and do not use the puncture repair kit found in the vehicle. The vehicle will be carried to the nearest repair shop via the road service (free of charge if within the specified conditions of the nonlife insurance company's road service).
- Should use of the puncture repair kit found in the vehicle be necessary as an emergency measure, the cost of the puncture repair kit found in the vehicle is paid by the customer.
- When replacing tires with new ones, please contact the pick-up shop beforehand. As a principle, damaged tires are to be replaced by the equivalent type. (Any exceeding costs are paid by the customer.)

#### Procedure regarding a flat tire

Pay the costs of repair to tires or purchase of tires

Get the receipt

Present the receipt at the shop when returning the rental car

Receive refund

### In the occurrence of an accident leaving the car unable to be driven

The rental contract will be canceled as stated within the rental agreement. If you would like to continue using a rental car, a new contract is required. That cost is not covered by the Double Protection Package.

## Occurrence of accidents, damage, etc.

### 1 Accidents

Please be sure to report the accident to the police.



### 2 Damage, etc.

Call the contact number mentioned by the staff at the time of departure.

TOYOTA Rent a Car  
Reservation Center  
English Information

**0800-7000-815**

(Toll-free within Japan)

**03-5954-8020(+81-3-5954-8020)**

From 8:00 to 20:00 local time (7 days a week)

\*Some phones/phone lines may not connect.