

Auto Rental Collision/Loss Damage Insurance

What do I do if I have an accident or the vehicle is stolen?

Follow the rental car agency instructions regarding loss to the vehicle and notify Crawford & Company as soon as possible. Please refer to your Certificate of Insurance provided to you by Float as you must notify Crawford & Company of your loss or damage within a specific timeframe.

What do I need to do to initiate a claim?

Please notify Crawford & Company as soon as possible. There are specific timeframes in which you must notify Crawford & Company of your loss or damage so please refer to the Certificate of Insurance provided to you by Float. *Failure to meet these timeframes may result in the denial of your claim.*

What do I need from the rental car company if I need to file a claim?

You should ask the rental company for these documents immediately at the time of theft or damage or when you return the vehicle to the company:

- police report or other report to local authorities
 - accident or damage report
 - the itemized repair bill, or if not available, a copy of the estimate
 - receipt for paid repairs
 - a copy of the initial and final car rental agreement(s)
 - two photographs of the damaged vehicle, if available
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What other documentation is needed to file a claim?

- proof that the rental car was paid for using your Float Card.
 - any other documentation required by the Claims Administrator to substantiate the claim.
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How long does it typically take for the claim to be settled?

It usually takes about 8-10 weeks to gather all documentation from various sources. International claims may take longer. Once all required documentation is received, we can usually finalize your claim within 10 business days.

Can you pay the rental company directly for the damages?

Yes, claim payment can be issued directly to the rental agency or to you. If at any time during the claim process you wish to change the payee, please contact Crawford and Company.

The rental car company has charged my account for the damages. Will you credit my account?

For security purposes we do not have access to your account so we cannot credit your account directly.

What is Auto Rental Collision Damage Waiver and what does it cover?

This benefit is provided to you at no additional cost and applies when you use your covered card to reserve and pay for a rental car and you are still a cardholder with a Float account in good standing at the time of loss. The benefit provides reimbursement for:

- Physical damage and theft of the covered rental vehicle.
- Valid loss-of-use charges imposed and substantiated by the rental agency. (This is a fee that the rental agency charges while the vehicle is out of service due to damage).

The policy does not provide coverage for third-party liability, personal injury or damage to property.

Is this coverage primary or secondary?

This is primary insurance except for losses that may be waived or assumed by the rental agency or its insurer, and in such circumstances where local government insurance legislation states otherwise.

How long can my rental be?

Your rental period can be a maximum of thirty-one (31) consecutive days. If a Rental Car Agreement is extended so that the number of consecutive days of rental exceeds thirty-one (31) days by renewing or taking out a new Rental Car Agreement with the same or another Rental Agency for the same Rental Car and/or a different Rental Car, coverage will not be provided for either the first thirty-one (31) consecutive days or any subsequent days.

What types of vehicles are covered under this benefit?

- While the benefit is designed to cover most rental vehicles, some exclusions do apply. The following types of vehicles are excluded: antique cars; cargo vans; certain vans (see below for more information); trucks; pick-up trucks; off-road vehicles; motorcycles; mopeds; motorbikes; limousines; recreational vehicles; vehicles with an MSRP over \$65,000; exotic cars; buses; tax-free cars.
 - Examples of exotic cars are the Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, Rolls Royce.
 - An antique car is defined as one that is over twenty (20) years old, or one that has not been manufactured for ten (10) years or more.
 - Vans are not covered. But those designed as mini-vans (seating up to eight (8) people, including the driver and which are used exclusively for the transportation of passengers and their luggage) are covered.
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What are the exclusions for this benefit?

This insurance does not cover any loss arising from or related to:

- a replacement vehicle for which your personal automobile insurance is covering all or part of the cost of the rental;
- third party liability;
- personal injury, and damage to property, except the rental vehicle itself or its equipment;
- the operation of the rental vehicle at any time during which any insured person is driving while intoxicated or under the influence of any narcotic or other controlled substance;
- wear and tear, gradual deterioration, or mechanical or electrical breakdown or failure, inherent vice or damage, insects or vermin;
- operation of the rental vehicle in violation of the terms of the rental agreement except:
 - a) insured persons as defined, may operate the rental vehicle;
 - b) the rental vehicle may be driven on publicly maintained gravel roads;
 - c) the rental vehicle may be driven across provincial and state boundaries in Canada and the U.S. and between Canada and the U.S.
- damage due to intentional acts;
- damage caused to the Rental Car by use off of publicly maintained roads;
- transportation of property or passengers for hire;
- damage caused to the Rental Car while driving at a rate of speed that is a marked departure from the lawful rate of speed;
- seizure or destruction under a quarantine or customs regulations or confiscated by order of any government or public authority;
- transportation of contraband or illegal trade;
- any dishonest, fraudulent or criminal act committed by any insured person;
- declared or undeclared war, or any act of war, riot or insurrection; or hostilities, rebellion, revolution or usurped power;
- a cyber incident.

Please refer to the Certificate of Insurance provided by Float for specific exclusions associated with your card.

I do not have personal automobile insurance. Will you still cover me?

Yes. You do not need to have personal automobile insurance. You can be covered provided that you are eligible for coverage under the terms of the contract.

Will this insurance cover me when I am renting a vehicle outside of my country of residence?

Yes, if you are renting outside of your country of residence, the coverage provided under this benefit is primary and reimburses you for covered theft, damage, or and loss-of-use charges imposed by the rental company. Please note that the benefit is available in most foreign countries however, this benefit is not available where precluded by law, or where coverage is in violation of the territory terms of the auto rental agreement, or when prohibited by individual merchants. **Because regulations vary, please check with your auto rental company and the Benefit Administrator before you travel, to be sure that the Chubb Insurance Company of Canada Auto Rental Collision/Loss Damage Insurance will apply.**

I plan on traveling outside of the country and was advised that some countries require that a minimum level of collision damage waiver coverage is purchased from the rental car agency. Is that true and how would this coverage apply in that situation?

Often the purchase of a minimum level of collision damage coverage is mandated in the countries of Australia, Costa Rica, Italy and New Zealand. In that case, your benefit applies in excess of that required coverage. Regulations vary outside Canada, so we recommend that you check with your auto rental company before you travel to make sure this benefit will apply.

Are car sharing companies covered?

Coverage applies to vehicles rented from an auto rental agency licensed to rent vehicles and which provides a rental agreement. Coverage includes vehicles rented from a car sharing company which is a car rental club which gives its members 24-hour access to a fleet of cars parked in a convenient location.

My friend is driving the car, are they eligible for the insurance?

All authorized drivers are eligible for insurance. An “Authorized Driver” means any person who drives the Rental Car with your permission whether or not such person has been listed on the Rental Car contract or has been identified to the Rental Agency at the time of making the rental. An Authorized Driver must otherwise qualify under and follow the terms of the rental contract and must be legally licensed and permitted to drive the Rental Car under the laws of the jurisdiction in which the Rental Car shall be used.

I am new to Canada, am I eligible for the insurance?

In order to be eligible for coverage, you must be a permanent resident of Canada at the time you apply for the card. “Permanent Resident” means a person who is:

- a resident of Canada if they are ordinarily a resident (also known as factual resident);
- a deemed resident in the country and spends a total of 183 days or more in a year in Canada;
- an individual who has a Confirmation of Permanent Residence or a Permanent Resident Card issued by the Government of Canada;
- employed by the Government of Canada or a Canadian province or territory.