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PERSONAL VISA GUIDE TO BENEFITS

Auto Rental Collision Damage Waiver

Effective January 2025

No cardholder wants to incur the expense of repairing or replacing a rented car. But accidents do happen, and vehicles do get stolen.

No matter what happens to your rental car, you can be covered with Auto Rental Collision Damage Waiver (waiver). The waiver reimburses you for damages caused by theft or collision – up to the actual cash value of most rented cars. The waiver covers no other type of loss. For example, in the event of a collision involving your rented vehicle, damage to any other driver's car or the injury of anyone or anything is not covered. Rental periods of 15 consecutive days within the U.S., and 31 consecutive days outside it, are both covered. Longer rental periods, however, are not covered.

You are eligible for this benefit if your name is embossed on your Rize Credit Union (Rize CU or Credit Union) card or if you are authorized by your company to rent an eligible vehicle using the company's card, as long the rental is purchased entirely with the card. Only you, as the primary renter of the vehicle, and any additional drivers permitted by the rental car agreement are covered.

How auto rental collision damage waiver works with other insurance

The waiver covers theft, damage, valid loss-of-use charges imposed and substantiated by the auto rental company, administrative fees, and reasonable and customary towing charges, due to a covered theft or damage to the nearest qualified repair facility.

If you do have personal automobile insurance or other insurance that covers theft or damage, this benefit reimburses you for the deductible portion of your car insurance or other insurance, along with any unreimbursed portion of administrative and loss-of-use charges imposed by the car rental company, as well as reasonable towing charges while the car was your responsibility.

If you do not have personal automobile insurance or any other insurance, the benefit reimburses you for covered theft, damage, or administrative and loss-of-use charges imposed by the rental company, as well as reasonable towing charges that occur while you are responsible for the vehicle.

If you are renting outside the U.S., the coverage provided under this benefit is primary and reimburses you for covered theft, damage, or administrative and loss-of-use charges imposed by the rental company, as well as reasonable towing charges that occur while you are responsible for the vehicle.

How to use auto rental collision damage waiver

1. Use your Rize CU card to initiate and complete your entire car rental transaction.
2. Review the auto rental agreement and decline the rental company's collision damage waiver option, or a similar provision, **as accepting this coverage will cancel out your benefit**. If the rental company insists you purchase their insurance or collision damage waiver, call the benefits administrator for assistance at 800.348.8472. Outside of the U.S., call collect at 1.804.673.1164.

This benefit is in effect during the time the rental car is in your or an authorized driver's control, and it terminates when the rental company reassumes control of their vehicle.

Vehicles not covered

Certain vehicles are not covered by this benefit. They include expensive, exotic, and antique cars, cargo vans, certain vans, vehicles with an open cargo bed, trucks, motorcycles, mopeds, motorbikes, limousines, and recreational vehicles.

Examples of expensive or exotic cars are the Alfa Romeo, Aston Martin, Bentley, Corvette, Ferrari, Jaguar, Lamborghini, Lotus, Maserati, Maybach, McLaren, Porsche, Rolls Royce, and Tesla. However, selected models of Audi, BMW, Mercedes-Benz, Cadillac, Infiniti, Land Rover, Lexus, Lincoln, and Range Rover are covered.

An antique car is defined as one that is over 20 years old or has not been manufactured for 10 years or more.

Vans are not covered. But those designed as small-group transportation vehicles, with seating up to nine people, including the driver, are covered.

If you have questions about a specific vehicle's coverage or organization where the vehicle is being reserved, call the benefits administrator for assistance at 800.348.8472. Outside of the U.S., call collect at 1.804.673.1164.

Related instances and losses not covered

- Any obligation you assume under any agreement other than the deductible on your personal auto policy
- Any violation of the auto rental agreement or this benefit
- Injury of anyone or damage to anything, inside or outside the rental vehicle
- Loss or theft of personal belongings
- Personal liability
- Expenses assumed, waived, or paid by the auto rental company or its insurer
- The cost of any insurance or collision damage waiver offered by or purchased through the auto rental company
- Depreciation of the rental vehicle caused by the incident including, but not limited to, "diminished value"
- Expenses reimbursable by your insurer, employer, or employer's insurance
- Theft or damage due to intentional acts, or due to the driver(s) being under the influence of alcohol, intoxicants, or drugs, or due to contraband or illegal activities
- Wear and tear, gradual deterioration, or mechanical breakdown
- Items not installed by the original manufacturer
- Damage due to off-road operation of the rental vehicle
- Theft or damage due to hostility of any kind, including, but not limited to, war, invasion, rebellion, insurrection, or terrorist activities
- Confiscation by authorities
- Vehicles that do not meet the definition of covered vehicles
- Rental periods that either exceed or are intended to exceed 31 consecutive days
- Leases and mini-leases
- Theft or damage as a result of the authorized driver's and/or cardholder's lack of reasonable care in protecting the rental vehicle before and/or after the damage or theft occurs; for example, leaving the car running and unattended
- Theft or damage reported more than 45 days[1] after the date of the incident
- Theft or damage for which a claim form has not been received within 90 days[1] from the date of the incident
- Theft or damage for which all required documentation has not been received within 365 days after the date of the incident
- Theft or damage from rental transactions that originated in Israel, Jamaica, the Republic of Ireland, or Northern Ireland
- Losses caused by or resulting from a cyber incident

Filing a claim

It is your responsibility as a cardholder to make every effort to protect your rental vehicle from damage or theft. If you have an accident, or your rental vehicle has been stolen, immediately call the benefits administrator for assistance at 800.348.8472 to report the incident, regardless of whether your liability has been established. Outside of the U.S., call collect at 1.804.673.1164.

You should report the theft or damage as soon as possible but no later than 45 days from the date of the incident.

The benefits administrator reserves the right to deny any claim containing charges that would not have been included if notification occurred before the expenses were incurred. Thus, it's in your best interest to notify the benefits administrator immediately after an incident. Reporting to any other person will not fulfill this obligation.

What you must submit to file a claim

At the time of the theft or damage, or when you return the rental vehicle, ask your car rental company for the following documents:

- A copy of the accident report form
- A copy of the initial and final auto rental agreements – front and back
- A copy of the repair estimate and itemized repair bill
- Two photographs of the damaged vehicle, if available
- A police report, if obtainable
- A copy of the demand letter which indicates the costs you are responsible for and any amounts that have been paid toward the claim

Submit all of the above documents from the rental company, along with the following documents, to the benefit administrator:

- The completed and signed auto rental collision damage waiver claim form within 90 days[1] of theft or damage date, even if all other required documentation is not yet available **– or your claim may be denied**
- A copy of your monthly billing statement showing the last four digits of the account number, demonstrating the entire rental transaction was made on your eligible account
- If the rental was for personal use, a statement from your insurance carrier and/or your employer or employer's insurance carrier, if applicable, or other reimbursement showing the costs for which you are responsible, and any amounts that have been paid toward the claim. Or, if you have no applicable insurance or reimbursement, a statement of no insurance or reimbursement is required
- If the rental was for personal use, a copy of your primary insurance policy's declarations page, if applicable, to confirm your deductible. This means the document(s) in your insurance policy that lists names, coverages, limits, effective dates, and deductibles
- Any other documentation required by the benefit administrator to substantiate the claim

Finally, please note all remaining documents must be postmarked within 365 days[1] of the theft or damage date or your claim may be denied.

For faster filing, or to learn more about auto rental collision damage waiver, visit eclaimsline.com.

Finalizing your claim:

Your claim will typically be finalized within 15 days after the benefits administrator has received all documentation needed to substantiate your claim.

Transference of claims:

Once your claim has been paid, all your rights and remedies against any party in regard to this theft or damage will be transferred to the benefit administrator to the extent of the cost of payment made to you. You must give the benefits administrator all assistance as may reasonably be required to secure all rights and remedies.

Additional provisions

- Signed or pinned transactions are covered as long as you use ;your Rize CU card to secure the transaction.
- You shall do all things reasonable to avoid or diminish any loss covered by this benefit. This provision will not be unreasonably applied to avoid claims.
- If you make any claim knowing it to be false or fraudulent in any respect, no coverage shall exist for such claim, and your benefit may be canceled. Each cardholder agrees representations regarding claims will be accurate and complete. Any relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact.
- No legal action for a claim may be brought against the provider until 60 days after the provider receives proof of loss. No legal action against the provider may be brought more than two years after the time for giving proof of loss. Further, no legal action may be brought against the provider unless all the terms of the Guide to Benefits have been complied with fully.
- This benefit is provided to eligible cardholders at no additional cost. Subsequent endorsements may modify the terms and conditions contained in this Guide to Benefits. The terms and conditions may be modified via additional Guide to Benefits mailings, statement inserts, statement messages, or electronic notification. The benefits described in this Guide to Benefits will not apply to cardholders whose Accounts have been suspended or canceled.
- Rize CU can cancel or non-renew the benefits for cardholders, and if the Credit Union does, you'll be notified at least 30 days in advance. Indemnity Insurance Company of North America (provider) is the underwriter of these benefits and is solely responsible for its administration and claims. The benefit administrator provides services on behalf of the provider.
- After the benefit administrator has paid your claim, all your rights and remedies against any party in respect of this claim will be transferred to the benefit administrator to the extent of the payment made to you. You must give the benefit administrator all assistance as may reasonably be required to secure all rights and remedies.
- This benefit does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit the provision of insurance, including, but not limited to, the payment of claims.

Definitions:

- Account – your Rize CU credit or debit card accounts.
- Computer programs – a set of related electronic instructions which direct the operations and functions of a computer or device connected to it, which enable the computer or device to receive, process, store, retrieve or send data.
- Cyber incident – any of the following acts:
  a. Unauthorized access to or use of your digital data or a covered purchase;
  b. Alteration, corruption, damage, reduction in functionality, manipulation, misappropriation, theft, deletion, erasure, loss of use or destruction of your digital data or a covered purchase;
  c. Transmission or introduction of a computer virus or harmful code, including ransomware, into or directed against your digital data or a covered purchase;

d. Restriction or inhibition of access to or directed against your digital data or a covered purchase; or

e. Computer errors, including human operating error or omission; power failure, surge, or diminution of electronic systems; or mistakes in legitimate electronic code or damage from code installed on a covered purchase during the manufacturing process, upgrade process, or normal maintenance.

- Digital data – information, concepts, knowledge, facts, images, sounds, instructions, or computer programs stored as or on, created or used on, or transmitted to or from computer software, including systems and applications software, on hard or floppy disks, CD-ROMs, tapes, drives, cells, data processing devices, or any other repositories of computer software which are used with electronically controlled equipment. digital data shall include the capacity of a covered purchase to store process, and transmit information over the Internet.
- Eligible person – a cardholder who pays for their purchase by using their Rize CU card.
- Rental car agreement – the entire contract an eligible renter receives when renting a vehicle from a rental car agency, which describes in full all of the rental terms and conditions and the responsibilities of all parties under the contract.
- Rental vehicle – a land motor vehicle with four or more wheels, as described in the participating organization's disclosure statement, that the eligible renter has rented for the period shown on the rental car agreement and does not have a manufacturer's suggested retail price exceeding the amount shown on the participating organization's disclosure statement.
- You or your – an eligible person residing in the U.S. whose name is embossed on the Rize CU Visa credit card.

[1]Not applicable to residents in certain states