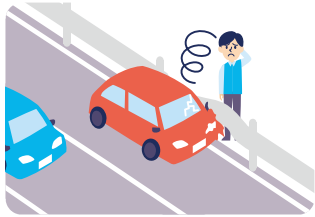


If you are involved in an accident or your car breaks down...

If you are involved in an accident or your car breaks down while out driving, begin by making sure you are safe and calling the police. Then, contact your car rental company's accident assistance hotline straightaway. You will then be given instructions on what to do next, so please keep calm and follow the instructions you are given. You will no longer be covered by insurance if you fail to contact your car rental company and continue driving in a damaged vehicle.



Ensure your safety to prevent secondary damage from occurring

If you are involved in an accident or your car breaks down, stop your vehicle immediately and, if it is still drivable, move it to a safe location, such as the roadside, and wait in a safe place. If anyone is injured, call 119 for an ambulance. If you are driving on an expressway, make sure to get out of the vehicle and wait in a safe place.



Contact the police and your car rental company

First, call the police and explain that you have been involved in an accident. Then, contact your car rental company's accident assistance hotline and explain the situation. You will then be given instructions on what to do next. You are obliged to contact your car rental company even if you hit something like a telegraph pole or a guard rail. No matter how small the impact, if you continue to drive without contacting your car rental company, you will no longer be covered by insurance.



Wait for the police to arrive and report the accident

Once the police arrive, tell them about the circumstances surrounding the accident in as much detail as possible, and complete procedures to receive an accident certificate. You will not be covered by insurance without this certificate and may have to cover the full cost of compensation for damages by yourself.



If you cannot drive the vehicle, wait for roadside assistance

If you have no choice but to call for roadside assistance, use an operator specified by your car rental company. If you use a different operator, you may be liable for the full amount, so check carefully!

Are you aware of the following two systems?



CDW (Collision Damage Waiver)

Schemes which pay out compensation for deductibles when you are involved in an accident

Basic insurance coverage is included in the basic car rental fee, so in the event you are involved in an accident, you will be covered by insurance. However, when you claim under your insurance policy, you will still have to cover deductibles by yourself (the amount depends on the type of car, but somewhere in the region of ¥100,000 - ¥200,000). If you pay an extra fee for a CDW scheme, you will be covered for deductibles. CDW schemes are optional, but you will gain added peace of mind by taking out CDW coverage in advance!

NOC (Non-Operation Charge)

Compensation levied on the user if the vehicle is damaged. Be careful, as this is not covered by insurance!

This is a form of compensation you pay to the car rental company in the event you damage the car body or dirty the car's interior. It is not covered by insurance, and in addition to damage caused by an accident or breakdown, you will also be charged for such things as scratches to the car's bumper, damage to in-car equipment like the car navigation system, and stains on car seats. You are recommended to pay an additional fee in advance for NOC coverage.



Coverage varies by insurance policy, so make sure to double check the coverage content of your policy.



You will not be covered by insurance for accidents that involve a violation! You will be liable to pay a large sum of money out of your own pocket!

In the following cases, you will no longer be able to claim under your insurance and will have to pay the full amount of damages.

- If you fail to notify the police and have not received an accident certificate
- If you are involved in an accident and continue driving without notifying your car rental company
- If a person who has not applied for insurance at the time of departure is driving and is involved in an accident or breaks down
- Accidents involving a violation such as drink driving or driving without a license



In case of emergency, call the police and your car rental company's accident assistance hotline.

It is illegal to continue driving without doing so, and you will no longer be covered by insurance.