

Appendix 1A – General information about insurance and procedure in case of damage to the motor vehicle

This Appendix 1A is part of Appendix 1 – The insurance policy in case of accident, theft or other damage to the motor vehicle of the Perpetoo General Terms and Conditions. This Policy provides essential information and governs the UNIQA Asigurări insurance, which will be used as part of the rental provided through the Perpetoo Application. This Appendix 1A is valid as from 8 June 2019.

1. Insurance is obligatory for every rental and is taken out automatically without additional formalities at the time when the Driver has paid off in full the booking in the Perpetoo Application. The Owner/Lessor does not have to pay anything in order to benefit from Insurance!
2. The Insurance shall become effective at the time of the handover of the motor vehicle to the Driver and is valid as from the day and the time at which it is received until the day and the time at which it is returned, precisely the dates specified when the motor vehicle is booked through the Application.
3. The Insurance does not cover any damage which was not caused during the rental period specified at the time of the booking made through the Application.
4. It will be necessary that, on pick-up, the Driver, and on return, the Owner/Lessor take pictures of any possible damage so as to demonstrate more easily its occurrence during the rental period. This must be written down in the Handover/Takeover Protocol (Annex 1 of the Rental Agreement between the Lessor and the Driver).
5. The Insurance covers events related to: flood, hailstone, storm, earthquake, fire, explosion, collision, impact, fall of objects, vandalism, and theft. The damage caused to windowed elements, rims and tyres are also covered.
6. The Insurance also includes free road assistance for vehicles weighing no more than 3500 kg and/or maximum 9 seats and no older than 7 years. If the age of a motor vehicle is between 7 and 10 years, road assistance is not covered for technical failures, but it is valid for all the risks listed above.
7. The Insurance includes, in addition to the car insurance, the general accident insurance for the Driver and the people travelling in the motor vehicle, however, as mentioned in the General Terms, only for rentals provided through the Perpetoo Application and only for the booked period. The Insurance covers also the risk of death for the amount of 1000 euros and the risk of total or partial permanent invalidity for the amount of 2000 euros.
8. In the unfortunate event of an accident during the period of the rental, you need to call +4 0374.400.400 to notify the damage, and if the vehicle is not movable, you

may request the road assistance service by calling +4 021.201.90.62 or +4 031.730.99.62. The service is available 24/7.

9. The Insurance provides for an excess of 100 or 300 euros (depending on preferences, chosen by the Customer/Driver). The excess is that part of damage borne by the Insured/Driver. For a better understanding of how the excess applies, let's take the following example: if the Driver opts, at the time of the hire, for an excess of 300 euros; if an insured event occurs and the amount of the compensation is 1000 euros, then the Insurer shall pay to the car workshop only 700 euros. In this case, the Insured/Owner/Lessor shall pay the excess and, afterwards, the Insured/Owner/Lessor will reclaim this amount from the guarantee of the Customer/Driver, which is already in the possession of Perpetoo; if the compensation is less than 300 euros, then the Insurer shall pay no compensation, the cost of the repair being covered from the guarantee retained from the Driver. More specifically, if the damage is 200 euros, this amount shall be retained from the guarantee, and the rest of 100 euros shall be returned to the Customer/Driver.

10. When uploading the motor vehicle in the Application, you should take pictures similarly to a normal Risk Inspection.

- Exterior Risk Inspection:

- a) Car body, the following shall be inspected: the technical condition of the car body, the existence of rust spots, scratches, any possible damaged components, etc.; the pictures shall be taken as described in the Photo Guide, Appendix 1D.
- b) Windowed elements, the following shall be inspected: the existence of cracks, fractures and broken pieces; you should take pictures inside the motor vehicle if there are any faults; the pictures shall be taken as described in the Photo Guide, Appendix 1D.
- c) Lightening and signalling systems, the following shall be inspected: the functioning of the system, the signals, including the headlamps if the motor vehicle is equipped with headlamps; the pictures shall be taken as described in the Photo Guide, Appendix 1D.
- d) Rims/Tyres, the following shall be inspected: any possible scratches and cracks caused by borders and holes; pictures shall be taken for each rim/tyre as described in the Photo Guide, Appendix 1D.

- Interior Risk Inspection:

- a) Stuffing, the following shall be inspected: any possible perforations, cuts, cigarette burns, etc., especially for leather stuffing; the pictures shall be taken as described in the Photo Guide, Appendix 1D.
- b) The dashboard and the audio/video equipment, the following shall be inspected: the functioning of the dashboard equipment, including the electric windows, mentioning any possible defects which are explicit on the control display and the functioning of the audio and video equipment, if any.

11. A notification guide for a CASCO damage filing.

The notification and the claim of damages may be filed by:

- the insured (the Lessor);
- the legal proxy of the insured (the Lessor);
- the user of the property (the Driver);

Step 1: For notifying and filing a claim of damages with UNIQA Asigurări you have the following contact options:

- by phone 24/7 (including during legal holidays), calling +4 0374.400.400;
- by email at info@uniqa.ro with details about the event, the series of the UNIQA policy/certificate and your name;
- the electronic damage notification form <https://www.uniga.ro/daune/>;
- by post, sending the documents at the address: UNIQA Asigurări, Nicolae Caramfil Street, No. 25, Sector 1, Bucharest, Romania. You will have an appointment as soon as possible for ascertaining the damage.

Step 2: Ascertaining the damage: It will be necessary to come personally at the office of the UNIQA branch in your county or at the Damage Centre in Bucharest, at Expozitiei Boulevard, No. 2, Sector 1, to have the damage ascertained, with the following documents:

- the identity card/document of the insured or of the proxy (of the Lessor);
- the driving licence of the person who was driving the motor vehicle at the time when the event occurred (a copy of the Driver's driving licence);
- the registration certificate of the damaged car;
- a copy of the CASCO policy/certificate or, alternatively, you should know the number and series of the insurance policy/certificate;
- an Amicable Form/Report, Annex 2 or any other document issued by the police, which shows how and when the event happened and – if appropriate – who is to blame for causing the damage; these documents must be presented as originals;
- a Power of Attorney in case that the Owner/Lessor cannot be present for ascertaining the damage.

The documents which have been mentioned are the minimum required for filing a claim of damages; the damage inspectors of UNIQA Asigurări may request, depending on the case, additional documents – for clarifying the case presented – after ascertaining the damage.

For windowed elements: windscreens, lateral windows, mirror glass:

- You may notify the damage by phone (Call Center UNIQA Asigurări +4 0374.400.400), by email at info@uniqa.ro or online and you will receive the contact details of our partner Pilkington.
- You need to go to the nearest Windscreen Centre of Pilkington* for filing a claim of damages, replacement or repair. (*the service is available only on the territory of Romania.)

For theft of/from motor vehicles:

- The theft of a motor vehicle shall be immediately announced by calling the unique emergency service 112, and after this call the damage will be notified to UNIQA Asigurări.
- Thefts from motor vehicles (recorders, mirrors, tyres, etc.) shall be announced at the police station in the area where the theft occurred.

Necessary documents for ascertaining the damage:

- the identity card/document of the insured or of the proxy (of the Lessor);

- the registration certificate of the stolen vehicle – the original;
- the identity card of the stolen vehicle – original;
- a copy of the CASCO policy/certificate or the number and series of the insurance policy/certificate;
- a certificate from the police certifying the theft – the original; they may be brought to UNIQA Asigurări later, after the theft has been announced, as soon as it has been issued by the police;
- a Power of Attorney in case that the Owner/Lessor cannot be present for ascertaining the damage;
- all the sets of keys of the stolen vehicle, declared at the time of taking out the insurance policy.

The documents which have been mentioned are the minimum required for filing a claim of damages; the damage inspectors of UNIQA Asigurări may request, depending on the case, additional documents after ascertaining the damage, to complete the damage file.