

SECURITY DEPOSIT AND DEDUCTIBLES - NATIONAL CAR RENTAL

- **Security deposit:**

All clients renting a vehicle are required to pay a deposit of \$750 to secure the corresponding deductible payment. The amount of the security deposit shall be blocked from the corresponding credit card. This is only applicable when the client chooses the basic coverage. Should the client select the Maximum Coverage (MC), this deposit will be reduced to \$100.

- **Deductible:**

This is the maximum amount for which a client shall be held liable if the vehicle is stolen or suffers any damages when he/she chooses the basic coverage. The deductible under the Maximum Coverage (MC) is zero.

Deductibles Table

| <i>Class</i> | <i>Type of Car (or similar)</i> | <i>Deductible</i> |
|---------------------|---|--------------------------|
| (IFMR) | Daihatsu Bego 4x4 (Manual or Automatic) | \$800.00 |
| (SFMR) | Suzuki Grand Vitara | \$1500.00 |
| (SFAR) | Suzuki Grand Vitara (Automatic) | \$1500.00 |
| (FFAR) | Toyota Fortuner (Automatic) | \$1500.00 |
| (PFAR) (PFMR) | Toyota Prado (Automatic) | \$1500.00 |
| (FVMR) | Toyota Hiace | \$1500.00 |

COVERAGE DESCRIPTION:

BASIC COVERAGE = LDW + SLC

- **LOSS DAMAGE WAIVER (LDW) - COVERAGE AGAINST COLLISION, ROLLOVER AND THEFT**
- **SUPPLEMENTAL LIABILITY COVERAGE (SLC) - COVERAGES AGAINST DAMAGES TO THIRD PARTIES**

When a client rents a vehicle at NATIONAL CAR RENTAL, he/she is responsible for returning it in the exact same conditions as it was received.

The **LDW** is not a mandatory coverage, although it does release clients from any financial liability, regardless of fault, in case of theft, damages to the car due to vandalism or collision, with a deductible that ranges from \$800.00 to \$1,500.00 depending on the type of rental vehicle (see coverages and deductibles table).

The LDW does not cover other damages caused to the vehicle due to negligence, driving on sand or water, driving under the influence of alcohol, rollover, or other events stated in the rental agreement.

The **SLC** provides third party-coverage of up to 50.000.000,00 per person and up to 100.000.000,00 per event, and third-party property coverage of up to 20.000.000,00. No deductible

| Category | Vehicle | Basic LDW and SLC (per day) |
|-----------------|---|------------------------------------|
| (IFMR) | Daihatsu Bego 4x4 (Manual or Automatic) | \$15.00 |
| (SFMR) | Suzuki Grand Vitara (Manual) | \$15.00 |

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|--------|---------------------------------|---------|
| (SFAR) | Suzuki Grand Vitara (Automatic) | \$15.00 |
| (FFMR) | Toyota Fortuner 4x4 (Automatic) | \$18.00 |
| (PFAR) | Toyota Prado 4x4 Auto | \$18.00 |

- **MAXIMUM COVERAGE (ZERO DEDUCTIBLE OPTION)**

NATIONAL CAR RENTAL offers its clients an optional coverage that is supplementary to the LDW. If clients choose this option, they will be released from paying any kind of deductible, as it also covers damages and/or theft of glass and tires.

However, any events caused by a breach to the clauses of the rental agreement are exempted from this coverage. The LDW does not cover other damages caused to the vehicle due to negligence, driving on sand or water, driving under the influence of alcohol, or other events stated in the rental agreement.

| Category | Vehicle | MC (per day) |
|----------|---|--------------|
| (IFMR) | Daihatsu Bego 4x4 (Manual or Automatic) | \$33.00 |
| (SFMR) | Suzuki Grand Vitara (Manual) | \$33.00 |
| (SFAR) | Suzuki Grand Vitara (Automatic) | \$33.00 |
| (FFMR) | Toyota Fortuner 4x4 (Automatic) | \$36.00 |
| (PFAR) | Toyota Prado 4x4 Auto | \$36.00 |

Limitations of the LDW, SLC and MC coverages:

- Client liability when driving under the influence of alcohol or narcotics.
- Client liability if the vehicle is used in violation of the conditions stated in the rental agreement.
- Client liability in the case of property damages or injuries produced by any insured or relative of the insured.
- Client liability if another driver that is not authorized under the rental agreement drives the vehicle.
- If the client fails to submit the insurance company documents and traffic fine in the event of an accident, or otherwise, if no traffic fine exists, the results of an alcohol test taken no more than 3 hours after the accident must be submitted.
- The LDW, SLC and MC coverages do not apply if: The Client fails to pay the rental fee or if the client or another authorized driver violate the terms of the rental agreement.
- Replacement of lost/stolen keys, license plates or documents is not included in these coverages.

ADDITIONAL INFORMATION

1) Services included in the rental fee:

- No additional cost for cars returned or rented at different National Car Rental locations.
- Worldwide reservations support from the National Car Rental System.
- Unlimited mileage

- Emergency services available 24 hours.
- Map of Costa Rica
- Customers are awarded a 2-hour grace period to return vehicles.
- All rentals include a free GPS, no exceptions.
- Free additional driver.

2) Required age

The minimum age to rent or drive a vehicle is 18 years. All drivers must have a valid driver's license. The person signing the agreement must hold an international credit card (Visa, MC, Diners Club, AMEX).

3) Roadside Assistance:

National Car Rental offers 24-hour roadside assistance. This service includes towing, lockout and key replacement, gas delivery and jump start of dead batteries. The service is included in the two coverages (basic or maximum), although it shall only be provided free of charge when the client engages the Maximum Coverage, and provided that the event that led to the assistance request was not caused by the client's negligence. If only Basic Coverage is engaged, the service shall be provided free of charge when the driver is not found liable for the event that led to the assistance, but otherwise required such assistance due to problems caused by the vehicle's normal use. The cost of any service that is provided as a result of the client's negligence shall be borne by the client, notwithstanding if he/she engaged the Basic or Maximum coverage.

4) Policies on Traffic Violations

To pay traffic fines, clients have the following options:

1. Pay directly at any bank of the national banking system and show the receipt at the NATIONAL CAR RENTAL counter upon return of the vehicle.
2. Pay directly at the NATIONAL CAR RENTAL counter at the time of return, in which case a 30% surcharge for government taxes and a USD 50.00 fee for administrative expenses will be charged, in cases where the fine is reported. Fines that go unreported to NATIONAL CAR RENTAL will result in a USD 100.00 charge. Clients can appeal fines and notify this to NATIONAL CAR RENTAL, but will still be required to make the corresponding payment, which shall be reimbursed if the appeal is admitted. Administrative expenses, however, shall not be reimbursed.

5) Fueling Options

NATIONAL CAR RENTAL offers the following options to fill the vehicle's tank for return:

Option A - pre-pay for fuel at the rental agency and benefit from a below-pump-price gas rate and return the vehicle with the gas tank as empty as possible.

Option B - if the client does not want to purchase a full gas tank when he/she first receives the vehicle (Option A) and returns it with less fuel, NATIONAL CAR RENTAL will charge him/her for the service of filling the tank at a rate above the local pump price.

Option C - return the vehicle with a full tank and avoid service or fuel charges.