

<b>File No: Vehicle Management Policy</b>	<b>Reviewed Date:</b>	<b>8/20/14</b>
<b>Policy Owner: Department of Safety</b>	<b>Revision Date:</b>	<b>8/20/14</b>
<b>Orig. Date: 09/12/06</b>		

**Messiah College  
Vehicle Management Policy**

- Policy:* Messiah College strives to manage its vehicle fleet, leased/rented, and pool as effective and efficient as possible; to be consistent with our mission, to abide by state and federal regulations, insurance, as well as with College policies and procedures. ONLY approved drivers may operate a fleet, lease/rented, or pool vehicle.
- Objectives:* To provide clear and concise policy guidelines for the use of fleet, pool and/or leased vehicles by approved drivers of Messiah College.
- Definitions:*
- Fleet Vehicle** – Fleet vehicles governed by this policy are road licensed vehicles owned by the College. These are assigned to departments and/or employees.
- Pool Vehicle** – Pool vehicles are governed by this policy are road licensed vehicles owned and suitable for providing basic transportation for any approved driver. These vehicles are available, upon scheduling, for any approved driver.
- Leased/Rented Vehicle** – Leased/rented vehicles governed by this policy are road licensed vehicles leased or rented by the College for specific department and/or a purpose/destination.
- Approved Driver** – A person who has successfully completed the Safe Driving Program and has authorization/approval by the College to drive College vehicles (fleet, pool or leased) while on official business.
- College Employee** – Any full-time or part-time faculty, staff member, grad assistant or any student worker employed by Messiah College.
- Student** – Any enrolled full-time or part-time student.
- Responsibility:* Facility Maintenance Services, Fleet Services, Department of Safety, College Receptionist

## I. Fleet Management Structure

- A. Facility Services / Facility Maintenance Service Manager
  - 1. Day-to-day operations overseen by the Facility Maintenance Service Manager.
  - 2. Authorizes grounding of vehicles due to inclement weather.
  - 3. Responsible for vehicle maintenance and/or repairs.
- B. Department of Safety
  - 1. Oversight for the Approved Driver Program.
  - 2. Oversees on-line driver training program.
  - 3. Performs behind the wheel training.
- C. College Receptionist's office
  - 1. Processes applications
  - 2. Maintains the approved driver list.
  - 3. Oversight of pool vehicle reservations.

## II. Policy Standards

- A. Approved Driver
  - 1. Must possess a current, valid drivers' license.
  - 2. An employee or full-time student as defined on page 1 of this policy.
  - 3. Must complete the Approved Driver Application..
  - 4. Must successfully complete the College's on-line Safe Driving Program.
  - 5. Provide proof of personal automobile insurance coverage currently in place.
  - 6. Complete the MVR Request Form (to obtain driving record for the past 3 years)
    - a. Students are required to complete the MVR Request annually when reapplying.
    - b. Employees are required to complete the MVR Request every two years (which is every other year) when reapplying.
    - c. Approval will be based on the matrix provided within this Fleet Management Policy.
  - 7. Behind the wheel testing is required if needing to drive a 15-Passenger Van. This testing is required once you have been approved through the application and MVR process. This is a one-time test unless deemed necessary by the Safety Department to take it again.
  - 8. Renewal of driving approval required annually on or before September 30.
    - a. If the driver was approved between April 1 and August 1 in the same year prior to the September 30 deadline, no renewal is necessary.
    - b. Employees must re-apply every 2 years; the behind the wheel training is not required unless you have been instructed to do so.
    - c. All students even must renew annually.
  - 9. Revocation/non-approval of approved driver status is dependent upon meeting all criteria of this policy.
- B. Pool Vehicles
  - 1. Only used for institutional outreach or college related business; pool vehicles are not for personal use.
  - 2. Student clubs or organizations must be officially recognized by the College and chartered through SGA (Student Government Association).
  - 3. Approval for students may be granted in the event a health related need as specified within the student Care and Medical Transportation Policy.
  - 4. 15-Passenger vans require a behind-the-wheel competency training
  - 5. Messiah College owned or leased 15 passenger vans shall **NOT** be used at any time to

transport minors of the age of pre-primary, primary, or secondary school students (0 to 17 years of age).

6. The use of a roof rack or similar roof mounted cargo carrier is prohibited.
7. The towing of a trailer behind a college owned and/or leased 15 passenger van is prohibited.
8. Wheelchair Accessible Van requires vehicle familiarization training.
9. Travel to Canada and Mexico mandates additional insurance requirements.
10. A minimum of \$25 cleaning fee will be charged if vehicle requires additional clean-up (exterior and interior).

C. Leased/Rented Vehicles

1. Used only if a Pool Vehicle is not available.
2. Vehicles must be leased/rented from an authorized rental agency and may NOT be rented from satellite/kiosk type venues (i.e., hotel lobby, gas stations, etc.).
3. Approved drivers must abide by all age requirements or other restrictions as set forth by the leasing agency.
4. All vehicle rentals for college business must be purchased with a college assigned VISA card. The driver's name must also appear on the lease agreement, along with additional drivers if any.
5. **All rentals of cars for college business are to waive the Loss Damage.**
6. **All rentals of 15 passenger vans are strongly encouraged to purchase the Loss Damage with** the decision to be made in conjunction with their appropriate Vice President.
7. **The VISA cardholder is responsible to report any accident immediately and provide all required documents as outlined in the attached VISA Corporate Card Benefit document.**
8. The College will cover any deductible that VISA does not cover on cars and all deductibles on vans. However, multiple incidents will result in a meeting with the employee's respective Vice President
9. Travel to Canada and Mexico mandates additional insurance requirements.

D. Fleet Vehicle

1. Dedicated vehicles to a specific individual or department.
2. Employees must pass the 15-passenger van test prior to driving one of the fleet trucks or cargo vans.

E. **Personal Vehicles**

1. **If using a personal vehicle, the vehicle owner's personal auto insurance is primary coverage for liability, comprehensive and collision damage to the vehicle.**
2. The use of a personal vehicle is permitted if the traveling distance is within a 30-mile radius of the college. The use of a personal vehicle is also permitted if no College vehicles are available.
3. Motorcycles, scooters, mopeds, and/or bicycles are not permitted to be used for College Business Travel.

### III. Insurance

A. Pool Vehicles

1. The College's automobile liability insurance coverage is primary coverage for approved drivers.
2. College employees and student workers are covered for bodily injuries by Workers' Compensation insurance.
3. Non-student workers and other passengers are covered for bodily injuries

- under their personal automobile insurance policy (per Pennsylvania law).
- 4. Uninsured passengers' (those without automobile insurance) would be covered for bodily injury under their healthcare insurance.
- 5. Travel to Canada and Mexico mandates additional insurance requirements.

**B. Leased/Rented Vehicles**

- 1. See above Policy Standards "C" for additional insurance information & requirements
- 2. Travel to Canada and Mexico mandates additional insurance requirements
- 3. Automobile liability insurance coverage is provided for approved drivers.
- 4. College employees and student workers are covered for bodily injuries by Workers' Compensation insurance.
- 5. Non-student workers and other passengers are covered for bodily injuries under their personal automobile insurance policy (per Pennsylvania law).
- 6. Uninsured passengers' (those without automobile insurance) would be covered for bodily injury under their personal healthcare insurance.

**C. Fleet Vehicle**

- 1. The College's automobile liability insurance coverage is primary for approved drivers.
- 2. College employees and student workers are covered for bodily injuries by Workers' Compensation insurance.
- 3. Non-student workers and other passengers are covered for bodily injuries under their personal automobile insurance policy (per Pennsylvania law).
- 4. Uninsured passengers' (those without automobile insurance) would be covered for bodily injury under their healthcare insurance.
- 5. Travel to Canada and Mexico mandates additional insurance requirements.

**D. Personal Vehicle While Used for College Business**

- 1. The vehicle owner assumes all responsibility for liability, comprehensive and collision damage to the vehicle. (Because of this exposure, employees are encouraged to use pool vehicles).
- 2. College employees are covered for bodily injuries under the College's worker's compensation policy.
- 3. Non-student workers and other passengers are covered for bodily injuries under their personal automobile insurance policy (per Pennsylvania law).
- 4. Uninsured passengers' (those without automobile insurance) would be covered for bodily injury under their personal health insurance.

**IV. Accidents / Breakdowns**

**A. Fleet, Pool and/or Leased/Rented Vehicles**

- 1. All accidents or vehicle damage of Fleet, Pool and/or Leased/Rented vehicles occurring on and off campus must be immediately reported to the Dispatch Services office at 717-691-6005.
- 2. Drivers must complete an accident report.
- 3. Photos of all vehicles involved are required. Cell phone photos are ideal.
- 4. A minimum suspension of 14 days can occur immediately following an accident, pending an internal investigation for all pool, fleet or leased/rented vehicles.
- 5. Employees must inform their supervisor immediately of any accident
- 6. A Safety Officer will inform the student or employee at the time of reporting the accident that their driving privileges are immediately suspended until the investigation is completed. Employee suspensions will be handled by the Vice President for Operations

in cooperation with the immediate supervisor or area Vice President as to the length of an appropriate suspension.

7. Accidents determined to be attributable to the driver may carry personal financial (insurance deductible) responsibility for the driver of a Fleet, Pool, and/or Leased/Rented vehicle.
8. **If vehicle is rented and the CDW/LDW was declined, the VISA cardholder is responsible for reporting the damage to VISA, along with all required documentation.**
9. **If 15-passenger van is rented and CDW/LDW was declined, driver must also report this accident to the Office of the Vice President for Operations.**

B. Vehicular / Mechanical Breakdown

1. Driver will immediately contact the Department of Safety/Dispatch Services at 717-691-6005 upon any mechanical problem or breakdown for Pool Vehicles.

V. **Miscellaneous**

A. Safety

1. All drivers and passengers must wear seat belts at all times.
2. The number of passengers may never exceed the number of seat belts in the vehicle.
3. Windshields (front & back) and other windows must be **completely cleared of all ice and snow prior to driving.**
4. **The hood and roof of all vehicles must be cleared of all snow and ice prior to driving.**
5. Cell phone use while driving is prohibited.
6. All drivers must follow the speed limit and all other laws.

B. Revocation of Privileges

1. Failure to disclose to the Department of Safety, any revocation and/or suspension of license by governing agency.
2. Arrest and/or subsequent conviction for DUI, DWI, underage drinking, cited for reckless driving or other serious vehicular offenses committed either on or off-campus in a College vehicle or personal vehicle.

- C. Drivers are personally responsible for paying the cost of all fines (including court costs, late fees, penalties, etc.) for traffic violations, speeding citations, parking citations or EZ-Pass violations received while operating a college fleet, pool, and/or leased/rented vehicle. Drivers are required by this policy to immediately report such instances of violation to the Department of Safety. Failure to do so may result in the suspension or permanent revocation of driving privileges.

Approval Signatures:

\_\_\_\_\_  
Kathy Gates, College Receptionist

\_\_\_\_\_  
Brad Markley, Dir. of Facilities Services

\_\_\_\_\_  
Cindy Burger, Dir. of Safety & Dispatch Services

Approval Signatures Cont'd.:

\_\_\_\_\_  
Dan Smith, Facility Maintenance Service Manager

\_\_\_\_\_  
Steve Kennedy, Fleet Services Mechanic

\_\_\_\_\_  
Sean Paddock, Asst. Dir. of Safety, Patrol & Operations

\_\_\_\_\_  
Kathrynne G. Shafer, V.P. for Operations

# Driver Acceptability Matrix - Messiah College

Number of Moving Violations within the Past 3 Years	Number of Accidents Within the Past 3 Years				Number of Major Violations within the Past 3 Years
	0	1	2	3	1 or More
0	✓	✓	?	✗	✗
1	✓	✓	?	✗	✗
2	✓	?	✗	✗	✗
3	?	✗	✗	✗	✗
4	✗	✗	✗	✗	✗
5	✗	✗	✗	✗	✗

Major Violations consist of but not limited to:	<ul style="list-style-type: none"> <li>◆ DUI</li> <li>◆ License Suspension</li> </ul>	<ul style="list-style-type: none"> <li>◆ Speeding &gt;21 mph over limit</li> <li>◆ Possession of Illegal Drugs</li> </ul>
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This Guide to Benefits describes the benefits in effect as of 4/1/11. These benefits and descriptions supersede any prior benefits and descriptions you may have received earlier. Please read and retain for your records. Your eligibility is determined by the date your financial institution enrolled your account in the benefits.

## Your Guide to Benefits Package



# Visa Corporate Card

FOR INFORMATION ONLY  
L711-94338  
F05L924E1

FOR QUESTIONS OR ASSISTANCE 24 HOURS A DAY, 365 DAYS A YEAR, CALL THE TOLL-FREE NUMBER ON THE BACK OF YOUR VISA® CARD, OR 1-800-VISA-911.

For more information about the benefits described in this Guide, call the customer service number on your Visa card statement.

### Auto Rental Collision Damage Waiver

#### What is this benefit?

Subject to the terms and conditions provided in this Guide to Benefit, the Visa Auto Rental Collision Damage Waiver benefit ("Auto Rental CDW") provides reimbursement for damage due to collision or theft up to the actual cash value of most rental vehicles. Here are answers to some commonly asked questions about the benefit.

#### Who is eligible?

You are eligible only if you are a valid cardholder whose name is embossed on an eligible U.S.-issued Visa card or are authorized by your company to rent an eligible vehicle using your company's eligible account ("Authorized User"). Only you, as the primary renter of the vehicle, and any additional drivers permitted by the auto rental agreement are covered.

#### What is covered?

Subject to the terms and conditions in this Guide to Benefit, the Visa Auto Rental CDW benefit reimburses you for covered theft or damage as well as valid administrative and loss-of-use charges imposed by the auto rental company as well as reasonable towing charges that occur while you are responsible for the rental vehicle. Only vehicle rental periods which neither exceed nor are intended to exceed thirty-one (31) consecutive days are covered.

This benefit is primary and provides reimbursement up to the actual cash value of the vehicle as it was originally manufactured. However, if the rental is used for personal reasons, this benefit supplements, and applies excess of, any valid and collectible insurance or reimbursement benefits from any source.

Most private passenger automobiles, minivans, and sport utility vehicles are eligible, but some restrictions may apply. Please contact the Benefit Administrator to inquire about a specific vehicle.

#### The benefit covers:

- Physical damage and/or theft of the covered rental vehicle.
- Valid loss-of-use charges imposed and substantiated by the auto rental company through a fleet utilization log.
- Reasonable and customary towing charges, due to covered theft or damage, to the nearest qualified repair facility.

#### How do I activate this benefit?

For the benefit to be in effect, you must:

- Initiate and complete the entire rental transaction with your eligible Visa card, and
- Decline the auto rental company's collision damage waiver (CDW/LDW) option or similar provision.

#### Helpful hints:

- Check the rental vehicle for prior damage before leaving the rental lot.
- Review the vehicle rental agreement carefully to make sure you are declining CDW/LDW, and also, to familiarize yourself with the terms and conditions of the auto rental agreement.

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

Immediately call the Benefit Administrator at 1-800-VISA-911 to report the theft or damage, regardless whether your liability has been established. If you are outside the United States, call collect at 410-581-9994. The Benefit Administrator will answer any questions you or the auto rental company may have and will then send you a claim form.

All incidents must be reported immediately following the theft or damage, but in no event later than forty-five (45) days\* following the date of theft or damage. Furthermore, we reserve the right to deny any claim that contains charges that would not have been included had the Benefit Administrator been notified before those expenses were incurred. We therefore advise you to notify us immediately after any incident. You must make every reasonable effort to protect the rental vehicle from theft or damage.

#### What is not covered?

- Any obligation you assume under any agreement.
- Any violation of the auto rental agreement or this benefit.
- Injury of anyone or 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.
- Cost of any insurance or collision damage waiver offered by or purchased through the auto rental company.
- Expenses reimbursed under your business or personal automobile insurance policy.
- Depreciation of the rental vehicle caused by the incident, including, but not limited to "diminished value."
- 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 definitions of covered vehicles.
- Rental periods that either exceed or are intended to exceed thirty-one (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 damage occurs (for example, leaving the vehicle running and unattended).
- Theft or damage reported more than forty-five (45) days\* from the date of the incident.
- Theft or damage for which a claim form has not been received within ninety (90) days\* from the date of the incident.
- Theft or damage for which all required documentation has not been received within three hundred and sixty-five (365) days from the date of the incident.
- Theft or damage from rental transactions that originated in Israel, Jamaica, the Republic of Ireland, or Northern Ireland.

#### What if the auto rental company insists that I purchase the auto rental company's auto insurance or collision damage waiver?

Call the Benefit Administrator at 1-800-VISA-911 for help. If you are outside the United States, call collect at 410-581-9994.

#### When and where do I have this benefit?

This benefit is available in the United States and most foreign countries. No benefit is provided for motor vehicles rented in Israel, Jamaica, the Republic of Ireland, or Northern Ireland. Additionally, this benefit is not available where precluded by law or in violation of the territory terms of the auto rental agreement, or where prohibited by individual merchants. Because regulations vary outside the United States, we recommend you check with your auto rental company and the Benefit Administrator before you travel to make sure Visa Auto Rental CDW will apply.

This benefit is in effect while the rental vehicle remains in your control or in the control of an authorized driver permitted to operate the rental vehicle in accordance with the rental agreement between you and the auto rental company. This benefit terminates when the auto rental company re-assumes control of the rental vehicle.

(Continued on next page)

**NOTE:** In this document, "Visa card" refers to Visa Corporate, Visa Fleet, Visa Meetings, Visa Purchasing, or any combination of these products (Visa Commercial).



## Auto Rental Collision Damage Waiver (Cont.)

### How does this benefit apply?

Visa Auto Rental CDW benefit is primary coverage. In other words, when your rental is for business purposes, you do not have to claim payment from any source of insurance before receiving coverage under the benefit. However, if the rental is used for personal reasons, this benefit supplements, and applies excess of, any valid and collectible insurance or reimbursement purchased through the auto rental company; it will not pay for theft or damage reimbursable by your own insurer, employer, employer's insurance, or any other valid and collectible reimbursement. Visa Auto Rental CDW will reimburse you for the deductible portion of your personal automobile insurance, valid administrative and loss-of-use charges imposed by the rental car company, as well as reasonable towing charges resulting from covered theft or damage of a rental vehicle while it is your responsibility.

### What types of rental vehicles are not covered?

Excluded worldwide are: expensive, exotic, and antique automobiles; certain vans; vehicles that have an open cargo bed; trucks; motorcycles, mopeds, and motorbikes; limousines, and recreational vehicles.

Examples of excluded expensive or exotic automobiles are the Aston Martin, Bentley, Bricklin, Daimler, DeLorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, and Rolls Royce. However, selected models of BMW, Mercedes-Benz, Cadillac, and Lincoln are covered.

\* Not applicable to residents of certain states.

An antique automobile is defined as any vehicle over twenty (20) years old or any vehicle that has not been manufactured for ten (10) years or more.

This benefit is provided for only those vans manufactured and designed to transport a maximum of eight (8) people including the driver and which is used exclusively to transport people.

If you have any questions regarding a specific vehicle, call the Benefit Administrator at 1-800-VISA-911. If you are outside the United States, call collect at 410-581-9994.

### What do I need from the auto rental company in order to file a Visa Auto Rental CDW claim?

At the time of the theft or damage, or when you return the rental vehicle, immediately ask the auto rental company for:

- A copy of the accident report form and claim document, which should indicate the costs you are responsible for and any amounts that have been paid toward the claim.
- A copy of the initial and final auto rental agreement(s).
- A copy of the repair estimate and itemized repair bill.
- Two (2) photographs of the damaged vehicle, if available.
- A police report, if obtainable.

### How do I file a claim?

You, the cardholder, are responsible for reporting your claim to the Benefit Administrator immediately, but in no event later than forty-five (45) days\* from the date of theft or damage, or your claim may be denied. Notice to any other party will not suffice. Furthermore, we reserve the right to deny any claim that contains charges that would not have been included had the Benefit Administrator been notified before those expenses were incurred. We therefore advise you to notify us immediately after any theft or damage.

Submit the following documentation to the Benefit Administrator:

- The completed and signed Visa Auto Rental CDW Claim Form. Your completed claim form must be postmarked within ninety (90) days\* of the date of theft or damage, even if all other required documentation is not yet available, or your claim may be denied.
- A copy of your receipt or monthly billing statement as proof that the entire vehicle rental was charged and paid for with your eligible Visa card.
- A written confirmation from your employer that the rental was primarily for business purposes.

- If the rental was for personal use, enclose a statement from your insurance carrier 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 notarized statement of no insurance or reimbursement is required.

- A copy of the declaration page from your primary automobile insurance carrier if the rental was for personal use.

The following documents must be obtained from the auto rental company and provided to the Benefit Administrator:

- A copy of the accident report form.
- A copy of the initial and final auto rental agreement(s).
- A copy of the repair estimate or itemized repair bill.
- Two (2) photographs of the damaged vehicle, if available.
- A police report, if obtainable.
- Any other documentation deemed necessary by the Benefit Administrator to substantiate the claim.

For faster filing, or to learn more about Visa Auto Rental CDW, go to [www.visa.com/eclaims](http://www.visa.com/eclaims).

If you experience difficulty in obtaining all the required documents within ninety (90) days\* of the date of theft or damage, just submit the claim form and any documentation you already have available. NOTE: All remaining documents must be postmarked within three hundred and sixty-five (365) days of the date of theft or damage.

### Do I have to do anything else?

Usually not. Under normal circumstances, the claim will be finalized within fifteen (15) days after the Visa Auto Rental CDW Benefit Administrator has received all documentation necessary to fully substantiate your claim. However, if the Benefit Administrator has paid your claim, all your rights and remedies against any party in respect of 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 Benefit Administrator all assistance as may reasonably be required to secure all rights and remedies.

\* Not applicable to residents of certain states.

**Additional Provisions for Visa Auto Rental CDW:** You must make every effort that would be made by a reasonable and prudent person to protect the Rental Vehicle from theft or damage. 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, including, but not limited to, the cost of repair services, no coverage shall exist for such claim and your benefits may be canceled. Each Authorized User and/or cardholder agrees that representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact.

Once you report an occurrence, a claim file will be opened and shall remain open for six (6) months from the date of the incident/occurrence. No payment will be made on a claim that is not completely substantiated in the manner required by the Benefit Administrator within twelve (12) months of the date of the incident/occurrence.

No legal action for a claim may be brought against us until sixty (60) days after we receive Proof of Loss. After the expiration of three (3) years from the time written Proof of Loss was to be provided, no action shall be brought to recover on this benefit. Further, no legal action may be brought against us unless all the terms in this Guide to Benefit have been complied with fully. This benefit is provided to eligible Authorized Users and/or cardholders at no additional cost. The terms and conditions contained in this Guide to Benefit may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefit mailings, statement inserts, or statement messages. The benefit described in this Guide to Benefit will not apply to Authorized Users and/or cardholders whose accounts have been suspended or canceled.

Termination dates may vary by financial institutions. Visa and/or your financial institution can cancel or non-renew the benefit, and if we do, we will notify you at least thirty (30) days in advance. This information is a description of the benefit provided to you as a Visa cardholder. It is insured by Indemnity Insurance Company of North America.

For general questions regarding this benefit, call the Benefit Administrator at 1-800-VISA-911. If you are outside the United States, call collect at 410-581-9994.

FORM #VBCDW01 - 2010 (04/11)

## Lost Luggage Reimbursement

### Reimbursement Level:

One thousand two hundred and fifty dollars (\$1,250.00)

### How do I benefit from Lost Luggage Reimbursement?

When You pay for the entire cost of Common Carrier tickets with Your eligible Visa card, You will be eligible to receive reimbursement for Your Checked Luggage and its contents for the difference between the "value of the amount claimed" and the Common Carrier's payment, up to one thousand two hundred and fifty dollars (\$1,250.00) per trip, provided the luggage was lost due to theft or misdirection by the Common Carrier. The "value of the amount claimed" is the lesser of the actual purchase price of the item(s), the actual cash value of the item(s) at the time of theft or misdirection with deduction for depreciation, or the cost to replace the item(s). This reimbursement is supplemental to and excess of any valid and collectible insurance and/or possible reimbursement from any other source.

### What items are not covered?

- Automobiles, automobile accessories and/or equipment; motorcycles, motors, bicycles (except when checked with the Common Carrier), boats, or other vehicles or conveyances.
- Contact lenses, eyeglasses, sunglasses, hearing aids, artificial teeth, dental bridges, and prosthetic limbs.
- Money, securities, credit or debit cards, checks, and traveler's checks.
- Tickets, documents (travel or otherwise), keys, coins, deeds, bullion, stamps, perishables, consumables, perfume, cosmetics, rugs and carpets, animals, cameras, sporting equipment, and household furniture.
- Property shipped as freight or shipped prior to trip departure date.
- Items specifically identified or described in and insured under any other insurance policy.

**NOTE: In this document, "Visa card" refers to Visa Corporate, Visa Fleet, Visa Meetings, Visa Purchasing, or any combination of these products (Visa Commercial).**

## Lost Luggage Reimbursement (Cont.)

- Losses arising from confiscation or expropriation by any government or public authority or detention by customs or other officials
- Loss resulting from abuse, fraud, or hostilities of any kind (including, but not limited to, war, invasion, rebellion, or insurrection).
- Business Items, cellular telephones, or art objects.

### Definitions

**Business Items** means items that are used in the purchase, sale, production, promotion, or distribution of goods or services (including, but not limited to, manuals, computers and their accessories, software, data, facsimile, samples, collateral materials, etc.).

**Checked Luggage** means suitcases or other containers specifically designed for carrying personal belongings, for which a claim check has been issued to You by a Common Carrier.

**Common Carrier** means any land, water, or air conveyance operated under a license for the transportation of passengers for hire and for which a ticket must be purchased prior to commencing travel. Common Carrier does not include taxis, limousine services, or commuter rail or commuter bus lines.

**Eligible Person** means a Visa cardholder who pays for the specific occasions covered by using the eligible card.

**Immediate Family Member** means Your spouse or legal dependent children under age eighteen (18) [twenty-five (25) if enrolled as a full-time student at an accredited institution].

**You and Your** means an Eligible Person (as defined above) or Your Immediate Family Members who charged their trip to Your eligible Visa card.

### What do I do if I my luggage or its contents are lost or stolen?

If Your luggage or its contents are lost or stolen, 1) immediately notify the Common Carrier to begin the Common Carrier's claim process, and 2) immediately call the Benefit Administrator at 1-800-757-1274, or call collect at 804-673-6496. Notification to the Benefit Administrator must be made within twenty (20) days from the date the luggage was lost or stolen. The Benefit Administrator will answer any questions You may have and send You a special claim form.

### How do I file a claim?

Complete the claim form You receive from the Benefit Administrator. Mail the following items within ninety (90) days from the date the luggage was lost or stolen to the address provided:

1. The completed claim form.
2. A copy of Your charge slip or receipt, as proof that the Common Carrier tickets were charged and paid for with Your eligible Visa card.
3. A copy of the check, settlement, denial, or explanation of coverage issued by the Common Carrier together with a copy of the Common Carrier's completed claim form, a list of the items lost and their value, and a copy of the luggage claim check (if applicable).

4. A copy of Your insurance declaration page or documentation of any settlement of the loss or theft.

5. Any other documentation deemed necessary by the Benefit Administrator to substantiate the loss or theft.

### Do I have to file a claim with my insurance company?

Yes. If You have personal insurance (i.e. homeowner's, renter's, or other insurance applicable to the lost or stolen luggage or contents), You are required to file a claim with Your insurance company and submit a copy of any claim settlement along with Your completed claim form.

If the claim amount is within Your personal insurance deductible, the Benefit Administrator may, at its option, deem a copy of Your personal insurance declarations page to be sufficient.

### Transference of Claims

After the Benefit Administrator has paid Your claim of loss or theft under this reimbursement benefit, all Your rights and remedies against any party in respect of this loss or damage 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.

**Additional Provisions for Lost Luggage Reimbursement:** Lost Luggage Reimbursement is supplemental to and excess of any other valid and collectible avenue of recovery which is available to You, the eligible Visa cardholder. We refund the excess amount once all other reimbursement has been exhausted up to the limit of liability.

This benefit is available only to You, the eligible Visa cardholder. You shall use due diligence and do all things reasonable to avoid or diminish any loss to property protected by this benefit. This provision will not be applied unreasonably to avoid claims.

If You make any claim knowing it to be false or fraudulent, no coverage shall exist for such claim and Your benefits may be canceled. Each cardholder agrees that representations regarding claims will be accurate and complete. Any and all 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 us until sixty (60) days after we receive Proof of Loss. After the expiration of two (2) years from the time written Proof of Loss was to be provided, no action shall be brought to recover on this benefit. Further, no legal action may be brought against us unless all the terms of this Guide to Benefit have been complied with fully.

This benefit is provided to eligible Visa cardholders at no additional cost. The terms and conditions contained in this Guide to Benefit may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefit mailings, statement inserts, or statement messages. The benefit described in this Guide to Benefit will not apply to Visa cardholders whose accounts have been suspended or canceled.

Termination dates may vary by financial institutions. Visa and/or Your financial institution can cancel or non-renew the benefit, and if we do, we will notify You at least thirty (30) days in advance. This information is a description of the benefit provided to You as a Visa cardholder. It is insured by Indemnity Insurance Company of North America.

For general questions regarding this benefit, call the Benefit Administrator at 1-800-757-1274, or call collect at 804-673-6496.

FORM #VLUGOPTV2 - 2010 (04/11)

## Travel Accident Insurance

Principal Sum: 200,000

### THIS IS AN ACCIDENTAL DEATH AND DISMEMBERMENT ONLY POLICY AND DOES NOT PAY BENEFITS FOR LOSS FROM SICKNESS

This Description of Coverage is provided to all eligible M&T Visa cardholders and replaces any and all Descriptions of Coverage previously issued to the insured with respect to insurance described herein.

### Eligibility and Period of Coverage

As a M&T Visa cardholder, you are covered beginning on April 1, 2011 or the date your credit card is issued, whichever is later.

You and your dependents' become covered automatically when the entire Common Carrier fare is charged to your covered M&T Visa card account ("Covered Persons"). It is not necessary to notify the financial institution, the Insurance Company, or the Plan Administrator when tickets are purchased. Coverage ends when the policy is terminated.

### Benefits

Subject to the terms and conditions, if a Covered Person's accidental bodily injury occurs while on a Covered Trip and results in any of the following Losses within one (1) year after the date of the accident, the Insurance Company will pay the following percentage of the Principal Sum for accidental Loss of:

Life .....	100%
Both hands or both feet .....	100%
Sight of both eyes .....	100%
One hand and one foot .....	100%
Speech and hearing .....	100%
One hand or one foot and the sight of one eye .....	100%
One hand or one foot .....	50%
Sight of one eye .....	50%
Speech or hearing .....	50%
Thumb and index finger on the same hand .....	25%

In no event will multiple charge cards obligate the Insurance Company in excess of the stated benefit for any one Loss sustained by a Covered Person as a result of any one accident. The maximum amount payable for all Losses due to the same accident is the Principal Sum.

**Loss** means actual severance through or above the wrist or ankle joints with regard to hands and feet; entire and irrevocable loss of sight, speech or hearing; actual severance through or above the metacarpophalangeal joints with regard to thumb and index fingers. The life benefit provides coverage in the event of a Covered Person's death. If a Covered Person's body has not been found within one (1) year of disappearance, stranding, sinking, or wreckage of any Common Carrier in which the Covered Person was covered as a passenger, then it shall be presumed, subject to all other provisions and conditions of this coverage, the Covered Person suffered Loss of life.

**Injury** means bodily injury or injuries, sustained by the insured person which are the direct cause of Loss, independent of disease cause of Loss, independent of disease or bodily infirmity, and occurring while the Covered Person is covered under this policy, while the insurance is in force.

**Covered Trip** means a trip (a) while the Covered Person is riding on a Common Carrier as a passenger and not as a pilot, operator, or crew member; (b) charged to your M&T Visa card; and (c) that begins and ends at the places designated on the ticket purchased for the trip. Covered Trip will also include travel on a Common Carrier (excluding aircraft), directly to, from, or at any Common Carrier terminal, which travel immediately precedes departure to or follows arrival at the destination designated on the ticket purchased for the Covered Trip.

**Common Carrier** means any scheduled airline, land, or water conveyance licensed for transportation of passengers for hire.

**Exclusion:** No payment will be made for any Loss that occurs in connection with, or is the result of: (a) suicide, attempted suicide, or intentionally self-inflicted injury; (b) any sickness or disease; (c) travel or flight on any kind of aircraft or Common Carrier except as a fare-paying passenger in an aircraft or on a Common Carrier operated on a regular schedule for passenger service over an established route; or (d) war or act of war, whether declared or undeclared.

**Beneficiary:** Benefit for Loss of life is payable to your estate, or to the beneficiary designated in writing by you. All other benefits are payable to you.

**Notice of Claim:** Written Notice of claim, including your name and reference to M&T Visa, should be mailed to the Plan Administrator within twenty (20) days of a covered Loss or as soon as reasonably possible. The Plan Administrator will send the claimant forms for filing proof of Loss.

## Travel Accident Insurance (Cont.)

**The Cost:** This travel insurance is purchased for you by your financial institution.

**Description of Coverage:** This description of coverage details material facts about a Travel Accident Insurance Policy which has been established for you and is underwritten by Virginia Surety Company, Inc. Please read this description carefully. All provisions of the plan are in the policy, issued to the financial institution trust. Any difference between the policy and this description will be settled according to the provisions of the policy.

**Questions:** Answers to specific questions can be obtained by writing to the **Plan Administrator:**

CBSI Enhancement Services  
550 Mamaroneck Avenue, Suite 309  
Harrison, NY 10528

**Underwritten by:** Virginia Surety Company, Inc.  
175 West Jackson Blvd., 11th Floor  
Chicago, IL 60604

### State Amendments:

For Illinois Residents Only the following statement is added: If a Covered Person recovers expenses for sickness or injury that occurred due to the negligence of a third party, the Company has the right to first reimbursement for all benefits the Company paid from any and all damages collected from the negligent third party for those same expenses whether by action at law, settlement, or compromise, by the Covered Person, the Covered Person's parents if the Covered Person is a minor, or the Covered Person's legal representative as a result of that sickness or injury. You are required to furnish any information or assistance, or provide any documents that we may reasonably require in order to exercise our rights under this provision. This provision applies whether or not the third party admits liability.

<sup>1</sup> Your spouse, unmarried dependent child(ren), under age nineteen (19) [twenty-five (25) if a full-time student]. No age limit for incapacitated child. Incapacitated child means a child incapable of self sustaining employment by reason of mental retardation or physical handicap, and chiefly dependent on you for support and maintenance. Dependent child(ren) receive fifty percent (50%) of your benefit amount.

**Additional Provisions for Travel Accident Insurance:** Travel Accident Insurance is provided under a master policy of insurance issued by Virginia Surety Company, Inc. (herein referred to as "Company"). We reserve the right to change the benefits and features of all these programs. The financial institution or the Company can cancel or choose not to renew the Insurance coverages for all Insureds. If this happens, the financial institution will notify the accountholder at least thirty (30) days in advance of the expiration of the policy. Such notices need not be given if substantially similar replacement coverage takes effect without interruption and is provided by the same insurer. Insurance benefits will still apply to Covered Trips commenced prior to the date of such cancellation or non-renewal, provided all other terms and conditions of coverage are met. Travel Accident Insurance does not apply if Your Visa card privileges have been suspended or canceled. However, insurance benefits will still apply to Covered Trips commenced prior to the date that Your account is suspended or canceled provided all other terms and conditions of coverage are met.

Coverage will be void if, at any time, the accountholder has concealed or misrepresented any material fact or circumstance concerning this coverage or the subject thereof or the accountholder's interest herein, or in the case of any fraud or false swearing by the Insured relating thereto. No person or entity other than the accountholder shall have any legal or equitable right, remedy, or claim for insurance proceeds and/or damages under or arising out of this coverage.

No action at law or in equity shall be brought to recover on this coverage prior to the expiration of sixty (60) days after proof of loss has been furnished in accordance with the requirements of this Description of Coverage.

The Company, at its expense, has the right to have you examined as often as reasonably necessary while a claim is pending. The Company may also have an autopsy made unless prohibited by law.

FORM #VTAL - 2010 (Stand 04/11)

## Travel and Emergency Assistance Services

You can enjoy greater peace of mind thanks to a wide range of Visa emergency services which are available 24 hours a day, 365 days a year. Please understand that, due to occasional problems such as distance, location, or time, neither Visa nor its service providers can be responsible for the availability, use, cost, or results of any medical, legal, transportation, or other services.

### Who is eligible for Travel and Emergency Assistance Services?

You, your immediate family members, and your business associates may all take advantage of these special emergency services.

### How do I get these services?

They're as close as the nearest phone. You simply call the Benefit Administrator at **1-800-VISA-911** any hour of the day or night. If you are outside the United States, call collect at 410-581-9994.

### Is there a charge for these services?

No. Visa Travel and Emergency Assistance Services are available to eligible Visa cardholders at no additional charge.

**Please note: Visa Travel and Emergency Assistance Services provide assistance and referral only. You are responsible for the cost of any actual medical, legal, transportation, cash advance, or other services or goods provided.**

### What are the specific services and what do they provide?

Visa Travel and Emergency Assistance Services will put you in touch with the appropriate emergency services should the need arise. Here are some of the ways we can help:

- **Emergency Message Service** can record and relay emergency messages for travelers, immediate family members, or business associates. **NOTE: Visa will use reasonable efforts to relay emergency messages in accordance with benefit guidelines and limitations, but cannot take responsibility for the failure to transmit any message successfully.**
- **Medical Referral Assistance** provides medical referral, monitoring, and follow-up. The Benefit Administrator can give you names of English-speaking local doctors, dentists, and hospitals; assign a doctor to consult by phone with local medical personnel, if necessary, to monitor your condition, keep in contact with your family, and provide continuing liaison; and help you arrange medical payments from your Visa or personal account. **NOTE: All costs are your responsibility.**
- **Legal Referral Assistance** can arrange contact with English-speaking attorneys and U.S. embassies and consulates if you're detained by local

authorities, have a car accident, or need legal assistance. In addition, the Benefit Administrator can coordinate bail payment through a transfer of funds from your Visa or personal account. The Benefit Administrator can also follow up to make sure bail has been properly handled. **NOTE: All costs are your responsibility.**

- **Emergency Transportation Assistance** can help you make all the necessary arrangements for emergency transportation home or to the nearest medical facility. This even includes arranging to bring your business associates home and staying in contact with family members or employers. In the case of a death, the Benefit Administrator can make arrangements to repatriate the remains. **NOTE: All costs are your responsibility.**
- **Emergency Ticket Replacement** helps you with the carrier's lost ticket reimbursement procedures if you should lose your ticket and can arrange delivery of a replacement ticket to you. **NOTE: All costs are your responsibility.**
- **Lost Luggage Locator Service** can help you through the common carrier's claim procedures or can arrange shipment of replacement items if an airline or common carrier loses your checked luggage. The Benefit Administrator can also arrange a cash advance with your Visa issuing bank. **However, you are responsible for the cost of any replacement items shipped to you.**
- **Emergency Translation Service** provides telephone assistance in all major languages and helps find local interpreters, if available, when you need more extensive assistance. **NOTE: All costs are your responsibility.**
- **Prescription Assistance and Valuable Document Delivery Arrangements** can help you get prescriptions filled or replaced, subject to local laws, and can even arrange pickup and delivery of prescriptions filled for you at local or nearby pharmacies. It can also help transport critical documents which you may have left at your business or elsewhere. **NOTE: All costs are your responsibility.**
- **Pre-Trip Assistance** can give you information on your destination before you leave—information such as ATM locations, currency exchange rates, weather reports, health precautions, immunizations, and required passport visas.

**Additional Provisions for Travel and Emergency Assistance Services:** The benefit described in this Guide to Benefit will not apply to Visa cardholders whose accounts have been suspended or canceled. The terms and conditions contained in this Guide to Benefit may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefit mailings, statement inserts, or statement messages.

FORM #VTEASB - 2010 (04/11)

Whenever you need emergency service or answers, call the **Benefit Administrator**, 24 hours a day, 365 days a year. For calls outside the United States, call collect at 410-581-9994.

**1-800-VISA-911**  
(1-800-847-2911)

**VISA**

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visa.com

F03-L924-1 CP11-94358

**Messiah College**  
**Vehicle Management Procedures-Addendum**

**VI. I. Obtaining Approved Driver Status**

A. Car and/or Mini Van

1. Must be an employee or full-time student as defined on page 1 of this procedure.
2. Must possess a current, valid drivers' license
  - a. Foreign academic student employees may apply to obtain a learner's permit and driver's license from PennDOT  
<http://www.dmv.state.pa.us/teenDriversCenter/obtainingLearnersPermit.shtml>
3. Complete the following forms found on Department of Safety website:
  - a. Approved driver application
  - b. Complete the on-line Safe Driving Program
  - c. MVR Request Form  
[http://www.messiah.edu/info/20570/safety\\_training/820/college\\_fleet\\_driving\\_services](http://www.messiah.edu/info/20570/safety_training/820/college_fleet_driving_services)
4. Provide proof of personal automobile insurance coverage currently in place including any restrictions imposed by your personal auto insurance (a declarations page or other documentation indicating coverage and/or restrictions)
5. Send complete driver application, MVR Request Form and proof of personal automobile insurance to the College Receptionist
6. Notification of MVR will be provided within 2 weeks.
7. Upon confirmation of approved driver status, complete the Safe Driver on-line training found on Department of Safety Website:  
[http://www.messiah.edu/info/20570/safety\\_training/820/college\\_fleet\\_driving\\_services](http://www.messiah.edu/info/20570/safety_training/820/college_fleet_driving_services)

B. 15-Passenger Van and/or Facility Services Truck(s)

1. Follow procedures for car and/or mini van
2. Upon MVR approval, schedule and complete additional behind-the-wheel testing with the Department of Safety. This is a onetime test unless deemed necessary by the Safety Department to take it again.
3. Notification will be provided within 2 weeks.
4. Facility Employees may be required to train on specific vehicles within the Facilities Department.

C. Wheelchair Accessible Mini Van

1. Follow procedures for car and/or mini van
2. Schedule and complete additional training with the Department of Safety
3. Notification will be provided within 2 weeks

**VII. II. Reserving a Pool Vehicle**

A. Reservations

1. Pool vehicles are reserved through the College Receptionist
2. See below website for policies:  
[http://www.messiah.edu/info/20570/safety\\_training/820/college\\_fleet\\_driving\\_services](http://www.messiah.edu/info/20570/safety_training/820/college_fleet_driving_services)
3. Reservations are made through McSquare under Employee Forms / Operations / College Vehicle Request Form.

B. Pool Vehicle Pick-up

1. Driver must pick-up keys and present their current driver's license and College ID
2. College Receptionist will provide:
  - a. Keys

- b. Invoice / inspection form
- c. Fuel card (tank must be replenished if gauge is  $\frac{3}{4}$  or less)
- 3. Vehicles are housed at the Lenhart Building, South Entrance of Campus
  - a. **BEFORE** removing vehicle from lot
    - i. Driver must inspect the exterior and interior and note any damage (i.e., small scratches, stone chips, etc.) on the reverse side of the invoice/inspection form.
    - ii. Windshields (front & back) and other windows must be **completely cleared of all ice and snow prior to driving**. It is Pennsylvania Law that snow and ice be removed from the top of a vehicle to prevent damage/injury to other vehicles/persons. This offense carries a fine to the driver that ranges between \$200 & \$1,000.

C. Fuel Cards

- 1. Accepted at most major gas stations
- 2. A four digit authorization number and vehicle's odometer reading must be provided at the time of fuel purchase
- 3. Drivers must obtain a receipt for each fuel purchase

D. Pool Vehicle Return

- 1. Return vehicle by time indicated on your reservation form. If you are overdue on the return time, please contact Dispatch Services at 717-691-6005
- 2. Fuel must be replenished if the gauge displays  $\frac{3}{4}$  of a tank or less; if it is not, refueling the tank will be charged to the respective department.
- 3. Return vehicle to location where it was picked up unless involved in an accident (see accident Section III)
- 4. **BEFORE** exiting vehicle, driver must record the ending mileage on the invoice/inspection form
- 5. Driver must remove all trash and any personal belongings. A minimum cleaning fee of \$25 will be assessed if vehicle requires additional clean-up
- 6. Return keys, invoice/inspection form, and fuel card with receipts to the College Receptionist immediately upon your return.
- 7. Verbally report any damage or mechanical problems to the College Receptionist.

III. Canada or Mexico Travel

A. Requirements

- 1. Due to the stipulations imposed by Canada and Mexico, vehicles taken across these borders carry additional insurance requirements. Canada requires a special insurance card and Mexico requires a separate policy. For both instances, the driver must contact the office of the Vice President for Operations to obtain the necessary paperwork. Please allow one (1) week for processing these requests.

VIII. IV. Accident / Damage

A. All Vehicles - General Information

- 1. All accidents (with or without damage) must immediately be reported to the College Dispatch Office at 717-691-6005.
- 2. There is an accident information kit in each vehicle's glove compartment.
- 3. Upon return to campus, immediately go to Dispatch Office in the Eisenhower Campus Center to report the accident/damage to the Safety Department.
- 4. Never leave the scene of any accident or damaged property.
- 5. If it's a minor accident involving an unoccupied vehicle and/or property, try to locate the owner, and/or leave a note with your contact information and place on windshield under the wipers.

6. If accident involved property damage, locate property owner and exchange information
7. All accidents will be investigated by the Department of Safety. A minimum suspension of 14 days will occur immediately following an accident, pending an internal investigation for all pool or leased/rented vehicles.
8. Employees are required to report any accident immediately to their supervisor.

B. All Vehicles - Major Accident

1. If possible, move involved vehicles from the roadway. If not, then vehicle occupants should exit the vehicle and move to a safe location off of the roadway.
  - a. Check for injuries.
  - b. Call 911 for Police, Fire/Rescue or EMS.
  - c. If trained, provide first aid care
  - d. Never leave the scene of any accident (e.g. unattended vehicle) or damaged property. Always contact and report the incident to the Police.
  - e. Take photos of all vehicles involved and of all damages
2. Await police arrival
  - a. Provide Police with the following
    - i. Your driver's license
    - ii. Vehicle registration card (in glove compartment)
    - iii. Vehicle insurance card (in glove compartment)
  - b. Obtain a copy of the Police's completed preliminary investigation form. Be certain the following information is on the form:
    - i. Location (address) of accident and or damage property
    - ii. Name, address, and phone numbers of all parties involved
    - iii. Insurance company name, policy number and phone number
    - iv. Driver's license number and state of other driver
    - v. Vehicle Identification Number (VIN) of other vehicle
    - vi. Vehicle license plate number and state of all vehicles involved

C. All Vehicles - Minor accident (fender bender)

1. Call 911 (depending upon territory, police may not respond)
2. Obtain the exact location of accident, address if possible; if not, obtain route numbers, and note surrounding businesses
3. Exchange information with other driver(s)
  - a. Driver's Name, address, and phone numbers of all parties involved
  - b. Insurance company name, policy number and phone number
  - c. Driver's license number and state of other driver
  - d. Vehicle license plate number and state of all vehicles
  - e. Vehicle Identification Number (VIN) of other vehicle(s)
  - f. Obtain any witnesses names, addresses, and phone numbers
4. Take photos of all vehicles involved, including all damage

D. All Vehicles - Upon returning to campus

1. Proceed directly to the Dispatch Services office in Eisenhower Campus Center
2. A Safety Officer will collect the following:
  - a. Accident report documentation
  - b. Any photos for downloading
  - c. Written driver and/or witness statements
  - d. Take additional photos if necessary

E. Rented/Leased Vehicles

1. **Renter must notify VISA IMMEDIATELY** upon any accident or damage the rental vehicle has sustained. See Visa information at the end of these procedures.

F. Revocation of Approved Driver Status

1. Any driver involved in a vehicular accident with a Pool vehicle will immediately have their approved driver status suspended for a minimum of 14 days pending the accident investigation
2. Approved Driver status will be reinstated at the discretion of the Vice President for Operations.

**V. Safety**

1. All drivers and passengers must wear seat belts at all times
2. The number of passengers may never exceed the number of seat belts in the vehicle
3. Windshields (front and back) and all other windows must be completely clear of all ice and snow prior to driving. Also, all snow and ice must be removed from the roof and hood of the vehicle.
4. Cell phone use while driving is prohibited
5. All drivers must follow the speed limit and obey all other laws