

Required Training Elements – Rental Car Agency

LIC RCA 4 (Rev 5/07)

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**California Department of Insurance
Rental Car Agent
Outline of Required Training Elements**

1758.82(b)(2) Ethical sales practices:

1758.86(c) The rental car agent or its endorsee makes all of the following disclosures to the renter, which shall be acknowledged in writing by the renter, or displayed by clear and conspicuous signs that are posted at every location where rental agreements are executed, such as the counter where the renter signs the rental agreement:

- a) That the purchase by the renter of the kinds of insurance prescribed in this article is not required in order to rent a vehicle.
- b) That the insurance policies offered by the rental car agent may provide a duplication of coverage already provided by a renter's personal automobile insurance policy or by another source of coverage.
- c) That the endorsee on the rental car agent's license is not qualified or authorized to evaluate the adequacy of the purchaser's existing insurance coverages.

1758.85 Types of insurance that a rental car agent may offer:

1. Personal accident insurance for renters and other rental vehicle occupants, for accidental death or dismemberment, and for medical expenses resulting from an accident that occurs with the rental vehicle during the rental period.
2. Liability insurance, which may include uninsured motorist coverage, whether offered separately or in combination with other liability insurance, that provides coverage to the renters and to other authorized drivers of a rental vehicle and is nonduplicative of any standard liability coverage or self-insurance limits provided by the rental company in its rental agreement, for liability arising from the negligent operation of the rental vehicle during the rental period.
3. Personal effects insurance that provides coverage to renters and other vehicle occupants for loss of, or damage to, personal effects in the rental vehicle during the rental period.
4. Roadside assistance insurance.
5. Emergency sickness insurance.

1758.86

A rental car agent shall not sell insurance, unless all of the following conditions are satisfied:

1. The rental period of the rental agreement does not exceed 30 consecutive days, except for any renewals or extension of the original rental period.
2. The rental car agent provides brochures or other written materials to the prospective renter that do all of the following:
 - a) Summarize the material terms and conditions of coverage offered to renters, including the identity of the insurer
 - b) Describe the process for filing a claim, including a toll-free telephone number to report a claim.
 - c) Disclose any additional information on the price, benefits, exclusions, conditions, or other limitations of those policies that the Commissioner may by rule prescribe.
 - d) Provide the licensee's name, address, telephone number, and license number, as well as the availability of the department's toll-free consumer hotline.
3. Evidence of coverage is stated on the face of the rental agreement or evidence of coverages provided to every renter who elects to purchase that coverage is indicated to the renter.
4. The insurance is provided under an individual policy issued to the purchaser, or under a group, or master policy issued to an organization licensed as a rental car agent by an insurer authorized to transact the applicable kinds or types of insurance in this state.

1758.87

A rental car agent shall not do any of the following:

1. Offer to sell insurance except in conjunction with, and incidental to, authorized rental agreements.
2. Advertise, represent, or otherwise portray itself or its employees or endorsees as licensed insurers, life agents, or fire and casualty broker-agents.
3. Pay an endorsee any compensation, fee, or commission dependent on the placement of insurance under the agent's license. Nothing in this code shall prohibit the payment of a "performance-related incentive." For the purposes of this subdivision, a "performance-related incentive" is not a commission as otherwise defined. A "performance-related incentive" is money or other tangible or intangible items of value paid or given to any endorsee of the licensee which is not based solely on the offering or selling of the insurance products listed in Section 1758.85.