

# referring your customers to Hertz Canada

If your customer requires a rental vehicle, consider referring them to Hertz Canada. ICBC has an agreement with Hertz which guarantees reduced prices and great service.

## Benefits of using Hertz:

- Hertz will contact your customer within **one business hour** of receiving the rental request
- **Guaranteed vehicle availability**  
(Exception: premium and luxury vehicles, trucks and SUVs require 24 hours notice to guarantee availability)
- **Free vehicle class upgrades**, if original vehicle class is unavailable
- **Unlimited kilometres** (Exception: cube vans and panel vans receive 100 km free per day and \$0.16 per each additional km)
- Vehicles can be **returned anytime within a calendar day** with no additional charges
- After hours **key drop boxes**
- **Free customer drop-off and pick-up**  
(Exception: vehicles rented in Canada and returned in the USA)
- Travel to USA permitted
- Toll-free **roadside assistance**
- **Guaranteed hours** of service at all locations

## Rental rates

A full breakdown of rental rates is available in the ICBC Material Damage Procedures Manual, Chapter 15 - Rental Vehicles, which is posted on [www.partners.icbc.com](http://www.partners.icbc.com)

## Tips on referring your customer:

### Step 1:

Tell the customer: "ICBC has an agreement with Hertz to provide customers with rental vehicles at reduced prices and a guarantee to provide great service."

### Step 2:

Ask the customer: "Can I reserve a rental vehicle for you?"

### Step 3:

**If the answer is yes**, ask: "What is your contact telephone number for the next hour? Hertz will contact you to make the necessary arrangements."

Then **submit a CL113F** indicating "Express Repair Participant to manage customer's alternate transportation needs with ICBC Preferred Supplier" and **call Hertz**. Contact information for all Hertz locations is available at [www.hertz.ca](http://www.hertz.ca), or for after-hours reservations call their toll-free 24/7 reservation line at 1-800-654-3131.

**If the answer is no**, inform the customer: "You are free to rent from any other supplier. However, did you know that you will have to make your own arrangements and some rental car companies may charge additional fees? Some of the reasons you may want to go to Hertz are they provide free pick-up and drop-off, unlimited mileage and will confirm arrangements within an hour. May I assist you with that Hertz reservation now?"

**If the answer is no**, inform the customer: "Please contact the rental car company of your choice to book a vehicle. When you receive your bill, provide it to your adjuster for reimbursement consideration."



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