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

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Major Violations consist of but not limited to:
- DUI
- Speeding >21 mph over limit
- License Suspension
- Possession of Illegal Drugs
Vehicle Use Procedures - Addendum
August 2014

Your Guide to Benefits Package

Visa Corporate Card

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.
- Receive the vehicle rental agreement to make sure you decline CDW/LDW, and also, to familiarize yourself with the terms and conditions of the auto rental agreement.

What do I do if there is 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 413-581-9994. 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. 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.

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.)

Vehicle Use Procedures—Addendum
August 2014

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.

If the rental is for personal reasons, this benefit supplements, and applies excess of, any valid and collectible insurance or reimbursement benefits from any source. It does not duplicate insurance provided by or purchased through the auto rental company; it will not pay for theft or damage repairable by your own insurance, 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 worldwides are expensive, exotic, and antique automobiles, certain vans, vehicles that have an open cargo bed, trucks, motorcycles, impedance, and motorcycles; limousines; and recreational vehicles.
Examples of excluded expensive or exotic automobiles are the Aston Martin, Bentley, Bimbo, Delorean, Excalibur, Ferrari, Jensen, Lamborghini, Lotus, Maserati, Porsche, and Rolls Royce. However, selected models of BMWs, Mercedes-Benz, Cadillac, and Lincoln are covered.

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 any of these various manufactured and designed to transport a maximum of eight (8) people, which includes the driver and which is used exclusively to transport people.

If you have any questions regarding a specific vehicle, call the Benefit Administrator at 1-800-435-9994.

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 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.
- An affidavit 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 no later than forty-five (45) days from the date of theft or damage, or your claim may be denied. Notice to any other party without sufficient, we reserve the right to deny any claim that contains charges that would not have been included had the Benefit Administrator been notified before these 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 the theft of 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 rental vehicle 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 insurance coverage, a notarized statement of no insurance or reimbursement is required.
- A copy of the declaration page from your primary automobile insurance or damage liability coverage.
- 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.

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 have already 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 the above 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 residing of certain states;
- Additional Previews for Visa Auto Rental CDW: You must make every effort that would be made by a reasonable and prudent person to prevent the rental vehicle from theft or damage. This condition will not be construed applicable 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 service, no coverage shall exist for such claim and your benefits may be canceled. Each Authorized User and cardholder agrees that representations regarding items will be accurate and complete. Any and all relevant provisions shall be void in any event of fraud, intentional concealment, or misrepresentation of material fact.
- Once you report an occurrence, a claim form 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 requested by the Benefit Administrator within twelve (12) months of the date of the incident/occurrence.
- If no legal action for a claim may be brought against us until sixty (60) days after we receive a claim. After the expiration of three (3) years from the time we receive a claim, we will not be liable for any actions that were brought to our notice on or before the date of the occurrence.
- Misrepresentations on the claim form may result in denial of claim.
- This benefit is provided to eligible Authorized Users and/or cardholders at an additional cost. The same and conditions contained in the Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be preceded on an additional guide to Benefits mailed, statement inserts, or statement messages. The benefit described in the Guide to Benefits will not apply to Purchasing Users and/or cardholders whose accounts have been suspended or canceled.
- Termination dates may vary for financial institutions. Visa and/or its financial institution/ card issuer may cancel or terminate this benefit. If you have any questions, you will receive a letter (CPO) or a letter (CPO) or a letter (CPO) or a letter (CPO) or a letter (CPO)

NOTE: In this document, “Visa card” refers to Visa Corporate, Visa Excel, Visa Meetings, Visa Purchasing, or any combination of these products (Visa Commercial).

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 use for the entire cost of Common Carrier tickets with your eligible Visa card, you will be eligible to receive reimbursement for your common carrier luggage and its contents for the difference between the amount paid and the common carrier’s payment. You must report the luggage lost due to theft or misadventure by the Common Carrier. The “value of the amount claimed” is the lesser of the actual purchase price of the item(s) or the actual sale value of the item(s) at the time of theft or misadventure with deduction for depreciation, or the cost to replace the item(s). This reimbursement is supplemental to and in addition to any valid and collectible insurance and/or possible reimbursement from any other source.

What items are not covered?
- Automobiles, automobile accessory, and/or equipment; motorcycles, motors, bicycles (except when checked with 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, camping 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 Excel, 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 by customs or other officials.
- Loss resulting from abuse, fraud, or hostility of any kind (including, but not limited to, war, invasion, rebellion, or insurrection).
- Business items, cellular telephones, or art objects.

Definitions

Business Item 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 taxies, 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).

Lost Luggage Reimbursement (Cont.)

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

What do I do if 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 1-800-752-7274, or call collect at 904-473-6491. Notification to the Benefit Administrator must be made within thirty (30) 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 to us 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 card receipt or receipt, as proof that the Common Carrier ticket charges were paid and for Your eligible Visa card.
3. A copy of the charge, 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 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 personal 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.

Transfer 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

Losses arising from confiscation or expropriation by any government or public authority or by customs or other officials is available to You, the eligible Visa cardholder. We refund the excess amount over all other reimbursement has been advanced up to the limit of liability. This benefit is available only to You, the eligible Visa cardholder. You shall use the diligence and do all things reasonable and necessary to prevent any loss to property protected by this benefit. This provision will not be applied automatically to excess claims.

If You make any claim knowing it to be false or fraudulent, no coverage shall exist for such claim and You may be charged for any such claim. Credit cardholders agree that they will not use or permit to be used the credit card for any illegal, fraudulent, or unauthorized transactions or accounts and complete. Any actual or potential provisions shall be void in any case of fraud, intent to evade loss, or for any other illegal or unauthorized transactions.

For the purpose of this Agreement, all claims must be submitted to the Benefit Administrator within sixty (60) days after receipt of the final written notice of loss. Any loss or damage must be reported to the Common Carrier immediately. If the claim is not reported to the Common Carrier within sixty (60) days after receipt of the final written notice of loss, the Benefit Administrator will not pay any of the claim.

This benefit is provided in addition to Visa cardholders' other current liability. The terms and conditions of the Benefit will be determined by the issuer and will be found in the cardmember agreement of the Visa card.

This benefit is not duplicative of any other coverage provided by any other insurer, insurance company, or other organization. The Benefits described in this Benefit Agreement will not apply to Visa cardholders whose accounts have been suspended or canceled.

For further questions regarding this benefit, call the Benefit Administrator at 1-800-752-7274 or call collect at 904-473-6491.

FORM A 1500S (Rev. 2/93) – 2014 (04/10)

Vehicle Use Procedures-Addendum
August 2014
Travel Accident Insurance (Cont.)

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

Coverage Description: 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 this 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:

C3S Enhancement Services
550 Mannahattus Avenue, Suite 309
Harrison, NY 10528

Underwritten by: Virginia Surety Company, Inc.
175 West Jackson Blvd., 16th 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 requested 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.

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 this availability, 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 only on a 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 service should the need arise. This is some of the ways we can help:
- Emergency Message Service can record and relay emergency messages for visitors, 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 accurately.
- 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 treatment; 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 for any necessary 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 track your common carrier’s claim or arrange for a claim to be processed if an airplane 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 Services provides phone 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 get prescriptions filled or refilled, subject to local law, and can even arrange pickup and delivery of prescriptions filled for you at local or nearby pharmacies. It can also help mail critical documents which you may have lost at your business or elsewhere. NOTE: All costs are your responsibility.
- Trip Assistance can give you information on your destination before you leave — information such as ATMs locations, currency exchange rates, weather reports, health precautions, vaccinations, and required passport visas.

Additional Provisions for Travel and Emergency Assistance Services: The benefit described in this Guide to Benefits will not apply to Visa Cardholders if your card has been lost or stolen, or if your card is a pre-paid, reloadable, or in a form that is not accepted by the program. Any terms and conditions contained in this Guide to Benefits may be modified by subsequent amendments. Modification of the terms and conditions may be permitted via additional Guide to Benefits mailings, statement insert, or statement messages.

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.

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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
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

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
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 ¾ 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 ¾ 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