

**Accident and/or breakdown**(事故・故障について)

◆ **If an accident happens or if your rental car breaks down...**

**Accident**

Help any injured persons

Make a report to the police **at the site**

Confirm identity of the other person(s)

**Breakdown**

Please immediately stop driving if the rental car breaks down or has a defect.

Afterwards, in either case,  
contact the ORIX call center

**092-285-9603**

- \* First let us know your "registration number (license plate)" and "departure point rent-a-car store." The store is listed on the lower left of the rent-a-car rental document and on the front cover of this rental guide.
- \* Even if you cause a one car accident and there is only a small scratch or dent, such as touching the door of the adjacent car at a parking lot; or touching the curb with the bumper when reversing, if the rental vehicle or another vehicle (or object) is damaged, accident procedures will be required.
- \* If you did not follow the predetermined procedures, such as reporting to the police and to our company, the insurance and compensation policy will not be applied.
- \* If you make a call, the phone conversation might be recorded in order to precisely comprehend the contents. In addition, personal information shall be handled according to our privacy policy.