

**All Michigan Agents may take online and self study continuing education.**

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**1**

### **Complete the online course.**

Most agents find the information to be interesting and practical.

### **Find a proctor and take the exam provided at the end of the course.**

The exam is a multiple-choice proctored quiz. Passing is 70%. A back-up exam is available, if needed, at no charge.

A proctor should be:

- An impartial, disinterested third party, or
- A currently licensed agent

with no family or financial relationship to the student.

The proctor should

- Verify the agent's identity,
- Observe the agent while taking the exam, and
- Complete the affidavit supplied.

**2**

### **Fax the answer key and affidavit to 800-476-2945.**

**3**

We will grade your exam and fax your certificate within 48 hours. (If you have not already paid for your credits, that should also be done at this time.)

Then, relax and tell a friend about *Online*. Spreading the word will allow us to offer more quality courses.

**The Van Wyhe Group**  
PO Box 4130  
Waukesha, WI 53187  
Voice: 1-800-326-4741  
**Fax: 1-800-476-2945**

## Michigan Instructions & Affidavit -- Online

The exam is closed book, must be completed without assistance, and be administered by a disinterested third party. (Someone who does not have a direct interest in the results. This could not be someone who works for you, someone for whom you work, or an immediate family member. It could be a peer, the bookkeeper, or a librarian, for example.)

### MONITOR'S INSTRUCTIONS AND AFFIDAVIT

- Keep the examination envelope sealed until you are ready to administer the examination.
- Verify the student's identification by viewing a picture I.D. or driver's license.
- Have the student remain in view while taking the examination. The student should not be talking to anyone else while taking the examination.
- When the student has completed the examination have them complete the Student Affidavit.
- Please fax this sheet along with the answer key to 800-476-2945. There is not need to mail the originals.

### Monitor Affidavit:

Name: \_\_\_\_\_

Relationship to Agent: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

*I verify that I personally administered the examination and that the student was not assisted by myself or any other person. I also verify that I have verified the identification of the student.*

Date Signed: \_\_\_\_\_ Signature: \_\_\_\_\_

### Student Affidavit:

Name: \_\_\_\_\_

License Number: \_\_\_\_\_

Business Telephone Number: \_\_\_\_\_

*I verify that I personally have completed the examination without assistance from anyone.*

Date Signed: \_\_\_\_\_ Signature: \_\_\_\_\_

**The Van Wyhe Group**

PO Box 4130

Waukesha, WI 53187

**ANSWER KEY:**

Name of Course: **Insuring the Rental Car**

Name of Agent: \_\_\_\_\_ Phone: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Fax: \_\_\_\_\_

Please circle the correct answer:

1. a b c d

11. a b c d

21. a b c d

2. a b c d

12. a b c d

22. a b c d

3. a b c d

13. a b c d

23. a b c d

4. a b c d

14. a b c d

24. a b c d

5. a b c d

15. a b c d

25. a b c d

6. a b c d

16. a b c d

7. a b c d

17. a b c d

8. a b c d

18. a b c d

9. a b c d

19. a b c d

10. a b c d

20. a b c d

When you have completed this answer key fax it along with your signed affidavit to us at **1-800-476-2945**. We will fax back a copy of your certificate if you have correctly completed at least 70%. Call 800-326-4741 with questions.



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## **EXAMINATION: Insuring The Rental Car**

1. There are several reasons why the rental car situation is a problem for agents. All of the following are reasons except:
  - a. Few personal auto policies cover all the exposures.
  - b. Policies vary from company to company.
  - c. Coverage from the rental car company varies from company to company.
  - d. Some state statutes do not allow the personal auto policy to cover the rental car.
2. When an insured rents a vehicle, the biggest exposure would be in the area of:
  - a. Damage or destruction of the car rented.
  - b. Liability for damage caused with the rented vehicle.
  - c. Loss of use of the rented vehicle.
  - d. Loss of personal effects carried in the vehicle.
3. Who is covered for liability under the Personal Auto Policy when driving a vacation rental?  
All of the following except:
  - a. The Named Insured
  - b. Anyone using the car with the permission of the Named Insured
  - c. Resident spouse of Named Insured
  - d. Resident relative
4. All of the following are exclusions in the liability section of the Personal Auto Policy except:
  - a. Hauling persons or property for a fee
  - b. Business use of any vehicle
  - c. Property damage to property rented to the insured
  - d. Vehicle owned, furnished or available for the regular use of the insured
5. When does a car become furnished for the regular use of the insured?
  - a. After two weeks
  - b. After 30 days
  - c. When it is a leased vehicle
  - d. It varies with each insurance company
6. With the standard auto policy, physical damage coverage for the rental car is covered subject to:
  - a. A \$1000 limitation
  - b. Only if the insured has physical damage coverage on all owned vehicles.
  - c. Policy deductibles
  - d. Only if the insured has contacted the agent.
7. If the insured purchases a Collision Damage Waiver his own personal auto policy:
  - a. Will not apply.
  - b. Will be excess.
  - c. Will be primary.
  - d. Will not apply as long as the waiver remains in force.

8. The new coverage, Transportation Expense provides the following:
  - a. Coverage for the owned vehicle but not the rental vehicle
  - b. Coverage even if the insured is not legally liable
  - c. Limit of \$50/day with a maximum of \$1500
  - d. Limits that can be increased by endorsement
9. The waiting period on Transportation Expense coverage in the Personal Auto Policy is:
  - a. 24 hours
  - b. 48 hours
  - c. 48 hours for theft, 24 hours for all other covered causes of loss
  - d. 24 hours for theft, 48 hours for all other covered causes of loss
10. The territory covered by the Personal Auto Policy is:
  - a. US, Puerto Rico, Canada, and Mexico
  - b. US, Canada, and Mexico
  - c. US and Canada
  - d. US, Puerto Rico, and Canada
11. The types of rental vehicles covered under the insured's Personal Auto Policy include:
  - a. Only private passenger vehicles
  - b. Private passenger vehicles, pickups, and vans
  - c. Any vehicle that has four wheels
  - d. The vehicles covered vary from company to company.
12. If the insured purchases liability coverage from the rental car company, that coverage will apply:
  - a. For anyone who drives with the insured's permission
  - b. As long as the vehicle is not driven in Mexico
  - c. If the insured does not engage in Prohibited Use of the vehicle
  - d. At a cost of about \$50 per day
13. The Personal Effects coverage offered by the rental car company covers the following type of property:
  - a. Personal Property only while in the rental vehicle
  - b. Personal Property anywhere in the world
  - c. Only those items that are scheduled
  - d. Owned Personal Property while in transit or in buildings in route during a trip using the vehicle
14. Personal Accident insurance offered by the rental car company will usually cover:
  - a. Only medical expenses
  - b. Only a death benefit
  - c. Only accidental death
  - d. Medical expenses, an amount for dismemberment, and a death benefit
15. The Collision Damage Waiver is now often called
  - a. The Loss Damage Waiver
  - b. The Physical Damage Waiver
  - c. The Rental Damage Waiver
  - d. A Royal Rip Off

16. Which of the following is true of the Collision Damage Waiver?
  - a. It is regulated by the Insurance Commissioner in the state of the rental.
  - b. Usually costs about \$3 per day.
  - c. It is not considered insurance.
  - d. It will cover damage to the rental vehicle but not loss of use.
17. The coverage provided by a credit card company usually:
  - a. Is full coverage.
  - b. Varies with each charge card company
  - c. Is practically worthless
  - d. Does not apply if the insured is under 30 years of age
18. When the rental car is damaged and the insured has purchased the CDW:
  - a. The expense of the repairs will be shared equally by the rental car company and the Personal Auto Policy.
  - b. The CDW does not cover the loss of use.
  - c. The CDW pays only if the insured has not engaged in Prohibited Use.
  - d. The insurance commissioner will make certain the rental car company will pay the bills.
19. When damage to the rental car is to be covered under the insured's personal auto policy, all of the following may cause a problem or delay except:
  - a. The insurance company retains the right to inspect before repairs are made.
  - b. Coverage is on an ACV basis.
  - c. The insurance company must establish the insured's legal liability.
  - d. The time required for the company to respond may be a problem.
20. The primary reason that coverage for rental vehicles is not clarified is:
  - a. There is not really a problem.
  - b. Agents have resisted any change.
  - c. It would require the combined efforts of both the insurance industry and the rental-car industry.
  - d. Consumers have resisted any change.
21. Sale and use of the Collision Damage Waiver is regulated by:
  - a. The insurance commissioner of the state in which the car is rented
  - b. The insurance commissioner of the state in which the insured lives
  - c. The insurance commissioner of the state in which the accident occurred.
  - d. It is not regulated by any insurance commissioner because technically it is not an insurance product.
22. The insuring agreement of the liability section of the Personal Auto Policy extends liability coverage for the ownership, maintenance, or use of:
  - a. Any auto or "trailer"
  - b. A vehicle which has fewer than four wheels
  - c. A vehicle that is designed mainly for use off public roads
  - d. Any motorized land conveyance the insured owns.

23. Most car rental companies offer all of the following coverages except:
- a. Collision Damage Waiver for damage to the rental vehicle
  - b. Liability coverage
  - c. Disability coverage
  - d. Personal Accident coverage
24. The most important part of the Personal Auto Policy is:
- a. Coverage for damage to the insured's vehicle
  - b. Liability coverage
  - c. Drive Other Car coverage
  - d. Transportation Expense
25. The Personal Effects Coverage offered by the rental car companies:
- a. It is free of charge.
  - b. It covers only items that you purchase while on vacation.
  - c. It is probably duplicate coverage if you have a Homeowners policy
  - d. It provides theft coverage only.