

# About Reliability Plus Plan

In addition to compensation for the rental vehicle, this plan provides extra peace of mind by including a service that allows you to receive medical treatment in multiple languages at no out-of-pocket cost in the event that you are injured in an accident while in your rental vehicle.

## ① Usage Conditions

Limited to customers who have purchased a JR Free pass or a ticket with JR-East Train Reservation.

## ② Eligible Office

Some Office in the East Japan area

【Tohoku】 Shin-Aomori/ Hachinohe/ Akita/ Morioka/ Kitakami/ Ichinoseki/  
Sendai/ Furukawa/ Yamagata/ Fukushima/ Koriyama/ Shin-Shirakawa  
【Kanto】 Tateyama/ Katsuura/ Takasaki/ Utsunomiya/ Oyama/  
Nasushiobara/ Jomo-Kogen  
【Koushinetsu】 Niigata/ Tsubamesanjo/ Echigo-Yuzawa/ Nagano/Ueda/  
Karuizawa/ Matsumoto/ Chino/ Kobuchizawa

## ③ How to Purchase

When reserving, please enter the dedicated code in the promotional code section.

JR Free pass holders .....JREPSP

\*Regular Tickets holders...JEITSP

\*(customers who purchase Regular Tickets through JR-EAST Train Reservation)



※Noc Support and Full Support are included in the fees.

Because of this, when reserving please choose “Not Join” in the Noc Support and Full Support section.

## ④ Fee

Special fee with all compensation included.

# About Cashless Medical Service

If you get into an accident and get injured while riding a rental car rented from JR-Rent-A-Car-East, this service ensures that during your stay at a Japanese hospital you will be able to receive medical treatment without bearing the treatment costs yourself.

## Notes while Using

### ① Cases in which service is refused

- If your injury, illness, or accident is not covered for payment\* under your contract terms. (general insurance policy or special provisions)  
\*Main cases that are not covered for payment.  
(for details please refer to your general insurance policy or special provisions)
  - Injuries resulting from suicide attempts, fighting or crimes.
  - Injuries resulting from drunk driving or driving without a license.
  - Pregnancies, births, premature births, miscarriages and illnesses resulting from these, including chronic illnesses and pre-existing conditions and illnesses that occurred before departing for travel.
  - Costs required after 180 days from day of accident (in case of injuries) or first day of treatment (in case of illness).
- Cases in which MS&AD Mitsui Sumitomo Insurance (MS&AD Gran Assistance) has not received prior contact.
- Cases in which cashless payments are not accepted due to circumstances of individual hospitals or doctors.
- Cases in which the services of the affiliated assistance company or claim agent or the actual costs incurred at an affiliated hospital exceed the insurance amount or maximum amount listed in the contract.
- Cases in which it cannot be confirmed if the injury or illness is covered by insurance.  
In addition, please note that if it has been confirmed after cashless treatment that the injury or illness is not covered by insurance, you will be billed directly at a later date for treatment costs.

### ② Costs borne by the customer

- If it has been confirmed after the service is provided that the injury or illness is not covered by insurance, all costs will be borne by the customer. If it has been confirmed during the provision of service, then the service will continue if the customer pays an assistance company the estimated amount and handling fees.

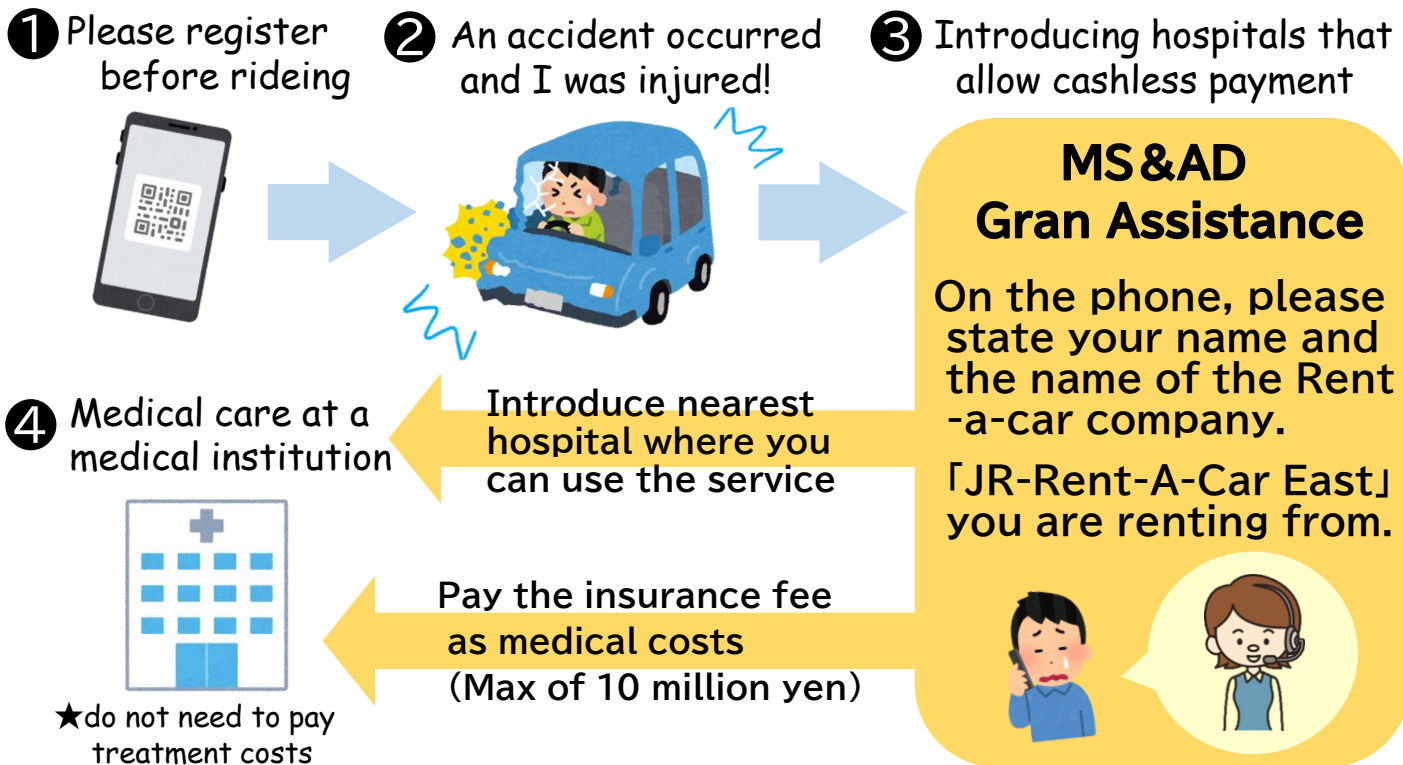
### ③ Handling in cases in which the treatment cost amount is small

- If the treatment cost amount is small, there may be cases in which the customer him/herself will be requested to pay in person by the hospital or doctor. In such cases, you will need to cover the medical costs yourself initially and then request the remaining amount when you return to your home country.

## ④Other

- There may be cases in some regions in which we cannot introduce hospitals that accept cashless. In such cases the insurance company will pay the treatment costs to the customer at a later date.

### ◆ Service contents ◆



Please be sure to register before riding



### Attention

- If you do not register before driving, you will not be able to receive the service.
- Please be sure to register the driver's name, number and name of passengers, rental date, and return date.
- ※ Please be sure to write the driver's name and passenger's name as they appear in your passport.
- The other party's medical expenses will not be covered.

JR East Rental & Lease Co., Ltd