



## FREQUENTLY ASKED QUESTIONS — QUÉBEC

### COMMERCIAL AUTO INSURANCE IN PARTNERSHIP WITH ECONOMICAL

As of November 15, 2021, individuals participating in peer-to-peer car sharing via the Turo marketplace in Québec are covered by the commercial auto insurance policy issued by Economical. The commercial insurance policy provides coverage for the vehicle while it is being delivered and during the reservation period.

#### **Why has Economical chosen to partner with Turo?**

At Economical, we're all about protecting Canadians by providing innovative insurance solutions designed to meet their ever-changing needs. The sharing economy continues to evolve at a rapid pace, and we're proud to offer forward-thinking, digital-first solutions to meet consumers' expectations and protect them when they need it most.

#### **How is peer-to-peer car sharing different from ridesharing?**

Peer-to-peer car sharing (e.g., Turo) means the vehicle changes possession and the host is not present while the guest is using the vehicle. Ridesharing is a service where the vehicle owner acts as a driver and transports passengers.

#### **What's covered under Economical's commercial auto insurance policy in Québec?**

The commercial auto insurance policy provides coverage while the vehicle is being delivered and during the reservation period. The delivery period is the timeframe between when the host leaves their location and when they deliver the car to the guest. This time period can't exceed two hours, unless circumstances arise which are beyond the host's control that impede their ability to deliver the vehicle. In that case, the delivery of the vehicle cannot exceed 24 hours.



The commercial policy provides the following coverage to **hosts** (vehicle owners):

- \$2,000,000 Civil Liability
- Collision or upset and Comprehensive excluding Collision\*
- Direct Compensation Property Damage (DCPD)\*

\* Subject to a \$30,000 deductible. This deductible applies to the commercial policy issued by Economical to Turo. Turo's arrangement with hosts provides a \$0.00 deductible.

• • **Note:** Guests must select their own protection plan when booking their trip through Turo, which may vary based on the guest's preferences and other available coverage through their own personal auto insurance policy. The host's protection plan is completely separate from the guest's. It has no bearing on the guest's financial responsibility or the out-of-pocket costs associated with their plan.

[View available protection plans for hosts on Turo's website >](#)

[View available protection plans for guests on Turo's website >](#)

**Some of the terminology used in the commercial policy issued by Economical is different from the language on Turo's website. What does the different terminology mean?**

**Host = owner**

In the policy issued by Economical, the "**owner**" is the individual who is listing their personal vehicle for use on the Turo peer-to-peer marketplace. Turo uses the term "**host**" when referring to this person.

**Guest = renter**

In the policy issued by Economical, the "**renter**" is the individual who is using the Turo peer-to-peer marketplace to rent and drive someone else's vehicle. Turo uses the term "**guest**" when referring to this person.

**Reservation = rental period**

In the policy, Economical uses "**rental period**" to describe when the vehicle is in use by a "**renter**." Turo uses the term "**reservation**" when referring to this timeframe.

## FAQS FOR HOSTS

### **What proof of insurance does my Turo guest need to carry with them?**

As a host, you'll receive digital copies of insurance documents from Turo, which you must download and print. This includes an incident information card, as well as a provincial insurance certificate. In addition to these documents, your own proof of personal insurance should stay in your vehicle, and all should be easily accessible for the guest in case they have an incident on the road. To recap, this is what needs to be in the vehicle during a Turo trip:

- The first page of the provincial insurance certificate (provided by Turo)
- The incident information card (provided by Turo)
- Your own personal insurance card (provided by your insurance carrier or broker)

### **If a guest damages my vehicle, how do I file a claim?**

Any new damage caused during the delivery or reservation period should be reported to Turo via their mobile app or at [turo.com/resolutions](https://turo.com/resolutions). Turo will verify the incident report and then they will inform Economical about the claim.

### **As a host, can I be penalized by my personal car insurance provider for incidents that occur while my vehicle is in use for Turo (during delivery or while in possession of the guest)?**

To avoid any issues with your personal insurance provider, contact your agent or broker to find out if you're allowed to participate in the Turo peer-to-peer marketplace.

A personal auto insurance policy doesn't normally provide coverage if the vehicle is rented out. This means that there wouldn't typically be coverage under your personal auto insurance policy during the delivery and reservation periods. Coverage for the delivery and reservation periods will be provided under the commercial policy issued by Economical.

If your personal policy is charged because of an accident that occurred during the delivery period, or while a guest is in possession of your vehicle, contact your personal insurance broker or agent. If applicable, Economical will provide you with a letter to give to your personal car insurance company to let them know that the claim is being charged to the commercial policy instead. However, any driving infractions that occur during the delivery period (e.g., speeding tickets) could potentially affect your personal car insurance policy.

### **As a host, I've added optional coverages to my personal car insurance policy, including loss of use and replacement cost coverage. Are these included in Economical's commercial auto insurance policy?**

The commercial insurance policy offered by Economical provides coverage while the vehicle is being delivered, as well as during the reservation period. The commercial policy does not provide any optional coverages or endorsements, regardless of what's included in your personal car insurance policy. The commercial policy does not provide any optional coverages or endorsements, regardless of what's included in your personal car insurance policy. However, it does include comprehensive and collision coverage for physical damage to your vehicle.

The commercial policy does not provide coverage for a replacement vehicle (QEF 20) while the vehicle is being repaired. Reimbursement for a replacement vehicle can be requested via Turo. For more information and to view the limits and conditions of this reimbursement, [visit the article on replacement vehicles on Turo's website](#).

### **Is vehicle wear and tear covered under Economical's commercial auto insurance policy?**

Wear and tear is not covered under the commercial policy issued by Economical. Generally, wear and tear is not considered a standard coverage under auto insurance policies.

## FAQS FOR GUESTS

### **If I rent a vehicle through Turo's peer-to-peer marketplace, how am I covered?**

For the duration of the reservation period, you are protected under the commercial insurance policy issued by Economical for third-party liability and standard accident benefits (up to the limits of the policy). The limit of coverage for physical damage to the vehicle will depend on the physical damage protection package that you choose when you book a vehicle through Turo.

If you hold your own personal auto insurance policy, your personal policy will be considered primary in the priority of payments if there's a claim. Personal auto policies may extend third-party liability coverage to non-owned vehicles. Depending on the coverage provided under your personal auto policy, you may also be covered for physical damage for non-owned vehicles. Before renting, you should confirm your coverage with your insurance broker or agent directly.

**Note:** Personal items in the vehicle are not covered for theft, misuse, or damage under the commercial auto policy.

### **As a guest, who do I call if I'm involved in an accident?**

You should contact Turo directly through the mobile application or via their website at [turo.com/resolutions](https://turo.com/resolutions). Any related information and paperwork you'll need should be available in the glovebox of the vehicle booked on Turo. Once the accident is reported, Turo will verify the incident report and inform Economical about the claim. Of course, in the case of an emergency, call 911.

### **Who can I contact with questions about Economical's commercial auto insurance policy?**

Please email [turoquestions@economical.com](mailto:turoquestions@economical.com).

### **Have another question?**

Check out Turo's guide to insurance coverage for [vehicle hosts \(owners\)](#) and [guests \(renters\)](#).

## ABOUT TURO

Turo is the world's largest peer-to-peer car sharing marketplace where you can book any car you want, wherever you want it, from a vibrant community of trusted hosts across the US, Canada, and the UK. Guests choose from a totally unique selection of nearby cars, while hosts earn extra cash to offset the costs of car ownership.

A pioneer of the sharing economy and the travel industry, Turo is a safe, supportive community over 14 million strong with more than 450,000 vehicles listed and over 850 unique makes and models available.

## ABOUT ECONOMICAL INSURANCE

Economical Insurance is a property and casualty insurer in Canada which, together with its subsidiaries, has more than one million policies in force across the country. Economical Insurance and its subsidiaries offer both personal and commercial insurance products and distribute products on a primarily intermediated basis, through brokers, as well as directly to customers.

