

CONVERSION PREVENTION PROCESS

1. **ALWAYS request to see photo ID.**
2. Check that renter matches the photo on the ID.
3. Check that signature on rental contract matches the one on the ID.
4. **First-time renters:** ask for a second piece of ID.
5. **Record vehicle information for walk-in renters:**
 - make and model;
 - license plate number; and
 - any company names or logos.
6. **Double check phone orders by calling back prior to delivering the equipment.** Confirm orders with a known contact person. Get name of person that will receive at job site.
7. Do **NOT** leave equipment unattended at a job site; deliver it to an employee of the renter and get his/her signature and ID. If not sure – double check with office or do not leave equipment.
8. Pick up equipment as soon as possible after renter is finished.
9. Make sure renters know they are responsible for equipment until it is returned or picked up.

Items that must be collected for insurance coverage:

- * Signed rental agreement
- * Valid drivers license number from renter
- * Imprint or processed major credit card transaction

Keep **ALL** Information Together

Failure to maintain these records will result in denial of coverage



Group Insurance Solutions

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