

Regulations for the using of the KINTO Share car sharing service

This document defines the procedures for using the "KINTO Share" car sharing service (the "Service" or "KINTO Share"), provided by KINTO Italia SpA ("KINTO Italia"), pursuant to art. 4 of the General Contract Conditions. The document is published on the website <https://www.kinto-share.it/> ("Site"), on the app and/or on the web portal of the Service.

The Service Provider reserves the right to update, integrate or modify these procedures, in accordance with the provisions of art. 4 of the General Contract Conditions, by publishing it on the Website and/or by giving direct communication to the Customer at the email address communicated by the latter during registration.

1. REGISTRATION

To register for the service, it is necessary to follow the guided registration procedure via the web portal accessible from the Site ("Web Portal") or via the "KINTO Share" smartphone application EU ("Apps").

To complete the registration, the Customer must:

1. provide all personal data required by the procedure;
2. declare that she/he has read and explicitly accepts the proposed General Conditions of Contract and these procedures for use;
3. declare that she/he has read and gives explicit consent to the processing of personal data by the Service Provider, as described in the Privacy Policy.

In the case of a registration request in the name of a legal person ("Company Client"), the applicant, by filling in the appropriate registration form attests to possess the necessary powers to be able to commit and contractually bind the legal entity.

The mandatory data that the potential customer must provide for the purposes of registration are:

- a) a valid email address and a password of your choice to be used to access the Web Portal and the App (hereinafter "Login Credentials");
- b) your personal data, including tax code and/or VAT number, and a valid mobile phone number attributable to the Customer (hereinafter the "Customer's Mobile");
- c) details of a valid payment card or other payment method expected payment by the Service Provider if it is a Customer Agency (as defined in the General Contract Conditions);
- d) valid identity document (identity card or passport);
- e) Italian driving license or one issued by a state belonging to the European Union or the European Economic Area ("European driving licence") valid;
- f) for potential Customers in possession of a driving license from a State that does not belong to the European Union or to the European Economic Area ("Non-EU driving licence"), provided that the same is recognized in Italy and has been issued by the State in which the Customer is a resident: driving license and international permit or sworn translation of the driving license into Italian.

If required by the card issuing bank, the Customer must enter any required codes (3D Secure or any other) during registration.

The Customer may also specify, within the registration flow, any promotional codes, if they are foreseen and applicable. The Service Provider has the right to recognize any benefits in compliance with the regulations communicated for promotions and/or valid agreements.

The data provided by the Customer at the time of registration are stored in his Customer profile.

The data provided is processed and verified by the Service Provider who, if no irregularities are found, enables the profile to use the Service.

Therefore, the Customer's profile will assume the "approved" status, as it is active on the service and verified by the Service Provider.

On the other hand, if the Service Provider finds irregularities in the data provided, the customer will be asked to update the profile and, should the irregularities persist, the profile will not be enabled for use of the Service.

Registration for the service does not expire.

Registration for the service could include one-off costs to be incurred only once for the processing of the administrative procedure connected to the registration itself.

2. BOOKING

The functions, defined below, allow you to reserve Vehicles of the KINTO Share Service (hereinafter, for simplicity, "Vehicle" or "Vehicles") for making rentals. The booking functions are allowed only to Customers who have a driver profile in the "approved" status. To make a reservation, the customer can use the App by entering his login credentials. Alternatively, the Customer can call Customer Service during operating hours, to make the reservation.

2.1 New Booking

The service is available in two ways:

- The **KINTO Share** mode requires that the collection of the Vehicles takes place at one of the authorized car parks, and that once the rental has ended, the release takes place in the same car park or in different car parks from the collection one (where permitted) and authorized for release if the "Release in another car park" option has been selected
- The **KINTO Share Way** mode, available only in the municipality of Venice, provides for the possibility of picking up a Vehicle enabled for this service and dropping it off at any point within the areas indicated by the Service Provider. The rent KINTO Share Way must have at maximum duration of 24 hours and the Vehicle can get away from the area indicated up to a maximum of 100 kilometres, after which the customer will receive a notification email which will be followed by the cancellation of the rental.

Once logged into the App the Customer, also called User, views the map. The system requests to have access to the position and centers the map on this. The parking stations nearby are shown on the map.

The user can therefore decide whether to make the reservation in two ways, where both are available (municipality of Venice), or in one:

- **KINTO Share:** the User starts the search by choosing the date and time for picking up and returning the Vehicle. If you need to collect the Vehicle immediately, select the "Immediate Collection" option. By default, the Vehicle must be returned to the car park where it was picked up, but by selecting the "Drop off in another car park" option, it will be possible to select a different return car park among those enabled for this function directly in the app. The "Choose location" function allows you to start a search for available Vehicles closest to the selected location, which by default is the current location (if the User has allowed access to their location); alternatively you can select a car park on the map or start the search for a place using the appropriate function. The vehicle search therefore allows you to view the models available in the individual car parks, sorting them by proximity to respect to the selected location. After choosing a model among those available in the identified car park, the User is shown a summary of the rental requested, indicating the estimated cost of the same (not including any excess kilometres) and with the opportunity to obtain directions to reach the parking lot.

To complete the booking, the user must select "Book Car". The virtual key that allows unlocking the Vehicle doors and starting the rental will be available 30 minutes before the start of the booking or, in the case of "immediate withdrawal", a few moments after the request, at the end of the vehicle assignment process.

- **KINTO Share Way:** the User can view the details of a Vehicle to be booked immediately, with the cost per minute of the rental indicated. To complete the booking, the user must select "Book Car". The virtual key that allows unlocking the vehicle doors and starting the rental will be available a few moments after the booking request. This mode of service is available only in the Municipality of Venice.

The availability of Vehicles and models may vary according to the needs of the Operator and the collection points.

It is possible to request the addition of accessories for the use of the cars (e.g. by way of example only, child seats) by sending an email to support.share@kinto-mobility.it. Additional charges may apply for booking such Vehicles which will be communicated upon confirmation of the availability of the requested accessory.

Once the Vehicle has been booked, the client will receive a confirmation email of the booking with the relative details. 30 minutes before of the start of the booked rental the customer receives an email with the license plate number of the assigned vehicle if available and will be able to view the virtual key in the app with which he will be able to open the car and start the rental. In the case of the reserved vehicle is not available (just as an example because late return by the previous user) the customer will receive a booking cancellation email. In that case she/he can get in contact with KINTO share customer service to find an alternative car, if available.

2.2 Extension of the Reservation

If the Customer needs to extend a rental, he can extend the booking using the appropriate function on the App. Alternatively, the Customer can call Customer Service to perform the requested operation.

The extension of the reservation is allowed only on condition that:

- a) the Vehicle has not already been booked by another customer in the extension period requested by the Customer;
- b) The current booking has not already expired;
- c) the payment method has the credit needed to pay the cost of the extension.

In any case, the Customer is required to extend the booking if he expects not to be able to return the Vehicle by the booking end time.

If the extension of the reservation is not possible because, at the same time, another customer has already booked the same vehicle, the customer is required to return the vehicle within the established time frame.

2.3 Cancellation of the Reservation

In case you no longer need the Vehicle the customer can cancel the reservation using the App.

The cancellation of the reservation is allowed and free of charge only up to 30 minutes before the start of the rental reservation. For only bookings over 5 possibly cancelled in the period between 7 days and 30 minutes before the booked rental start time, a penalty equal to 30% of the total cost of the reservation will be applied.

Subsequently, it will only be possible to cancel the reservation, but the cost already charged to the Customer will not be refunded.

3. PICKING UP THE VEHICLE

Vehicle pick-up is permitted only upon reservation of the same which can also be made immediately close to the start of the rental if available.

The Customer must pick up the Vehicle at the car park and within the rental start and end times, confirmed at the time of booking.

3.1 Access to Vehicle

To access the Vehicle, the Customer must start the rental using the appropriate function in the App. The on-board system will then automatically unlock the Vehicle's doors.

3.2 Start of Rental

From the moment the doors are unlocked, the rental of the Vehicle takes effect, regulated in accordance with the General Contract Conditions, these procedures for use and the applicable civil law.

Once the doors have been unlocked, if the Customer does not intend to rent, he must in any case carry out the Vehicle return procedure, defined in the following paragraphs.

3.3 Damage Control, Vehicle Cleaning, On-board Documents

At the time of withdrawal, the Customer is required to verify:

- a) damage to the vehicle bodywork, taking pictures of and describing the identified damage, if they have not already been identified and photographed by previous users;
- b) the state of cleanliness of the Vehicle, selecting the degree of cleanliness and making pictures of the interior of the passenger compartment;
- c) anomalous behaviour such as, by way of example but not limited to, noise or Vehicle malfunction indication lights;
- d) the presence of any additional accessories requested at the time of booking (e.g. child seat);
- e) the presence of the on-board documentation and the vehicle key (if provided).

The on-board documentation consists of the following:

- a) copy of the vehicle registration certificate;
- b) RCA policy copy;
- c) Vehicle use and maintenance booklet;
- d) one or more CAI models (amicable report model in the event of an accident);
- e) handbook on how to behave in the event of an accident.

If the Customer detects an anomaly with respect to the above, he can use the specific functions present on the App or he can send a report to the email address support.share@kinto-mobility.it.

The Customer's report will be used in order to improve the service provided, but also as evidence to determine responsibility for any damage caused during the rental.

3.4 Exceptional cases

If the Customer cannot collect the Vehicle for one of the following reasons:

- a) the Vehicle is not in the reserved parking space;
- b) the vehicle does not open;
- c) the Vehicle has such damage that it cannot be used, including cases of partial theft: the Customer must immediately report the situation to Customer Service who will provide the necessary assistance.

Upon receipt of the notification, the Customer Service will contact the Customer as soon as possible to verify what has happened and, once the unavailability of the Vehicle has been confirmed, reimburse the cost already charged to the Customer for the non-rental.

4. USE OF THE VEHICLE

4.1 Driver Conduct

The Customer must comply with and observe the provisions contained in the General Contract Conditions and in these procedures for each rental and for the entire period in which it is registered.

The Customer is required to use the Vehicle in accordance with and in compliance with the provisions:

- a) from the registration certificate;
- b) from the Vehicle use and maintenance booklet;
- c) by the provisions of the Highway Code;
- d) by the General Conditions of the Contract and by the legislation in force, and in general with the maximum diligence of a good father of a family.

The driving of the Vehicle is permitted only to the Customer registered for the Service and holder of the current reservation, in possession of a valid driving license in accordance with the provisions of the General Contract Conditions. The driving of the Vehicle cannot be entrusted to third parties, even if the third party is another Customer, not even in the presence of the Customer himself, except in the case of force majeure. In the event of force majeure, the Customer will take care to entrust the driving only to persons with a valid driving license and/or equivalent document.

The use of the Vehicle is permitted only within the borders of the national territory, unless consent to circulate outside expressed by KINTO Italy.

The Customer who will use Vehicles equipped with accessories, it will do so under its own exclusive responsibility and following the instructions on the correct use of the accessories that the Service Provider will provide with dedicated communications and/or with special brochures in the vehicles in which they are present.

Smoking is strictly prohibited in the Vehicle. In the event of non-compliance with this prohibition, the Service Provider will charge a penalty to the Customer who last used the Vehicle, as provided for by art. 20 of the General Contract Conditions.

4.2 Starting the Vehicle

In case of hybrid models to start the Vehicle, the Client must compulsorily perform the following operations:

1. make sure the gear lever is positioned in P (Park);
2. press the brake with your right foot and simultaneously press the POWER button ;
3. from now on the Vehicle is on and it is possible to view the wording "Ready" on the Vehicle dashboard;
4. turn on the vehicle lights;
5. keeping the brake pressed, position the gear lever in D and press on the accelerator releasing the brake;

In the case of non-hybrid models, the vehicle will be switched on using the keys, placed in the appropriate compartment and the gearbox will be manual, therefore the gear lever must be used in conjunction with the clutch pedal.

4.3 Temporary stop

During the rental, the Customer can park the Vehicle temporarily. To make a temporary stop, the Client needs to use the appropriate function present in the App .

In the event of a stop, the Customer must observe the following behaviour:

1. park the Vehicle using the car parks and rest areas, as regulated in the following paragraphs;
2. always park with the handbrake;

Furthermore, if you temporarily leave the Vehicle:

3. close all the windows;
4. turn off all the vehicle lights;
5. turn off the vehicle, making sure you have positioned the gear lever on P (Park) and pushing the POWER button;
6. before leaving the Vehicle, collect all valuable personal items;
7. Close the Vehicle, using the appropriate function on the smartphone app, and wait a few seconds for the vehicle doors to lock automatically;
8. Before leaving the Vehicle, the Customer must make sure that the doors are closed correctly.

If the Customer is unable to lock the Vehicle, he is obliged to contact Customer Service immediately and not to leave the Vehicle. In this case, Customer Service will try to solve the problem. If this persists, the Customer is referred to the Toyota Eurocare assistance service. Only when the Toyota Eurocare Assistance Service is on site will the Customer be able to leave the Vehicle.

For reopen the Vehicle, after the temporary stop, the Customer needs to use the appropriate function on the app after a few seconds the on-board system will automatically unlock the vehicle doors.

4.4 Parking, access to the ZTL and preferential lanes

The Customer can park the Vehicle only where permitted by the Highway Code.

Public car parks

The Customer can park the Vehicle in all public car parks, marked with white stripes or without stripes.

Car parks or rest areas with blue stripes

In the metropolitan area of Venice parking is free in car parks with blue lines for cars bookable in Venice, marked with the Municipality logo. For the Piazzale Roma car park only, refer to the following rules: <http://avm.avmspa.it/it/content/le-strisce-blu-di-piazzale-roma-0> . For the other municipalities where the service operates, it is necessary to consult the legislation in force on the municipal website, with the understanding that any fines for non-payment of parking will be in any case notified to the customer who, in the case, can directly retaliate with the local administration.

Other car parks or rest areas

Parking is not allowed in reserved stalls such as, such as but not limited to, parking spaces reserved for disabled people, law enforcement agencies, goods loading/unloading, taxis, institutions or diplomatic corps.

Parking and/or parking in private garages or private garages (excluding those indicated by the Service Provider) is the responsibility of the Client. In any case, the Customer must comply with the provisions communicated by the private parking manager.

Parking and/or stopping in areas subject to hourly restrictions, such as areas used for local markets and streets subject to periodic cleaning, is allowed only for the period envisaged by local provisions in force and the Customer must comply with the provisions communicated by the local authorities.

Access to the ZTL

Access to limited traffic areas (ZTL) may vary according to the municipality and applicable local regulations. For this reason, it is necessary to consult the websites of the municipalities to find out about the terms and conditions of access to restricted traffic areas. KINTO Share is not responsible for any infractions committed by the user as well as for any fines for access to ZTL not allowed they will be in any case notify the customer that in the case he can directly retaliate with the local administration.

Other accesses and transits

Only in the municipality of Mestre is it permitted to access and/or transit on the preferential lanes reserved for public transport.

4.5 Refuelling

The Service Provider regularly refuels the vehicle.

If the fuel threshold in the vehicle is below 25%, rather than following long journeys you can refuel at the nearest service station. In that case the Customer can carry out the refuelling independently and he will be repaid in driving credits by sending an email to the address support.share@kinto-mobility.it attaching the payment receipt and the replenishment receipt. The KINTO Share back-office, after the appropriate checks, will proceed to upload credits equivalent to the amount spent on the Kinto Share account of the Customer, to be used for future rentals.

The refund of fuel it is foreseen for long term rentals no more than 2 weeks as well as it is not expected in case of special rates (by way of example and not limited to tariffs "Custom") rather than in case of limited programs to specific times of the year (such as but not limited to the KINTO Share Summer Holiday program) regardless of the duration of the reservation made.

Before carrying out the refuelling operation, the Customer must verify that the type of fuel used is suitable (petrol, diesel, other). The fuels suitable for refuelling the vehicle are only and exclusively those indicated in the use and maintenance manual of the vehicle. Refuelling with special or premium fuels is not allowed, nor is "served" refuelling.

KINTO Share reserves to apply penalties in case of incorrect refuelling subject to compensation for greater damages in the event of damage to the vehicle caused using incorrect or unsuitable fuel. Furthermore, the costs of assistance and any restoration of the Vehicle are charged to the Customer.

5. RETURN OF THE VEHICLE

The Customer must return the Vehicle to the parking lot confirmed at the time of booking or within one of the areas provided by the Service Provider (for the **KINTO Share Way** mode only).

5.1 Term of Rental

To conclude the rental, the Client must compulsorily perform the following operations:

7. park the Vehicle inside the parking lot confirmed at the time of booking, or inside one of the areas provided by the Service Provider (for the KINTO Share Way mode only);
8. apply the handbrake;
9. close all the windows;
10. turn off all the vehicle lights;
11. turn off the vehicle, making sure you have positioned the gear lever on P (Park) and pushing the POWER button;
12. if the vehicle is equipped with a key, store the key inside the appropriate compartment of the Vehicle taking care to correctly insert the pin attached to the key in the provided hole;
13. before leaving the Vehicle, collect all personal items;
14. leave the car clean and complete with all on-board documentation;
15. close the Vehicle, using the appropriate function on the smartphone app.

For vehicles equipped with a start key, to loss or damage to the itself, the Service Provider will provide for the charge of intervention costs as described by the penalties of the Service.

Before leaving the Vehicle, the Customer must make sure that the doors are correctly closed and that the lights are off.

If the Customer is unable to lock the Vehicle, he is obliged to contact Customer Service immediately and not to leave the Vehicle. In this case, Customer Service will try to solve the problem. If this persists, the Customer will be referred to the Toyota Eurocare assistance service. Only when the Toyota Eurocare Assistance Service is on site will the Customer be able to leave the Vehicle.

At the end of the rental, the Customer must check if there is any damage to the Vehicle by making pictures related to the end of the rental and to the vehicle drop-off via the app or by warning anomalous behaviours, such as but not limited to, noise or malfunction indication lights of the Vehicle. In these cases, the Customer must report the anomaly by contacting the Customer Service. Alternatively, you can send a report to the email address support.share@kinto-mobility.it attaching photos demonstrating the eventual damages found.

The Vehicle rental term is effective when the Customer returns the Vehicle within the time established at the time of booking or any subsequent extension (only for the KINTO Share mode).

The Service Provider reserves the right to charge a Penalty for extraordinary cleaning interventions to the Customer who last used the Vehicle.

At the end of each Rental, the Customer will receive a communication to the email address associated with the "driver" profile containing a summary of the use of the Vehicle, such as:

- a) start date and end date of the Rental;
- b) kilometers travelled;
- c) final rental cost;

The same information will be visible within the smartphone app.

The Customer can also provide an evaluation of the service by answering a satisfaction questionnaire that will be sent to all customers. This questionnaire will be sent at least once a year to the email address provided during registration with the aim of improving the service starting from customer needs.

5.2 Drop-off parking not available

If the Customer cannot return the Vehicle to the designated parking area because it is inaccessible or occupied by other Vehicles, the Customer must call Customer Service to report the situation.

The Customer Service provides the necessary assistance and, if necessary, authorizes the Customer to return the Vehicle to the closest available parking area. In this case, the Customer must promptly inform Customer Service by contacting them by telephone or by sending an email to support.share@kinto-mobility.it specifying the exact address to which they returned the Vehicle. If the event occurs outside the full operating hours of the Customer Service, the Customer must behave as follows:

1. return the Vehicle to the nearest available parking area;
2. immediately send a report to support.share@kinto-mobility.it documenting the incident. Upon receipt of the report, Customer Service will contact the Customer as soon as possible to verify what happened. Please note that failure to comply with the Vehicle return procedure, including the use of the parking area confirmed at the time of booking, will result in the Service Provider being charged the penalty envisaged by article 20 of the General Conditions of the Contract.

5.3 Late vehicle return

The return of the Vehicle by the Customer after the rental end time confirmed at the time of booking (only for the KINTO Share mode) or any subsequent extension, involves the charge by the Service Provider of the penalty envisaged by article 20 of the General Conditions of the Contract.

6. PAYMENTS AND BILLING

The Customer can consult the rates and penalties for the Service on the kinto-share.it website.

Rates may vary depending on the municipality where the rental is made. Rates are published and available on the kinto-share.it website.

Any promotional codes and/or driving credits will be calculated and deducted at the time of the charge. All the payments under the Service, including rental fees and penalties, are normally made by charging a credit card, associated with the Customer's profile, or using another payment instrument provided by the Service provider and disclosed at the time of registration.

The Service Provider communicates each payment by sending an email to the Customer's address including information relating to the reason for payment and the amount charged.

6.2 Rental Payment

For the KINTO Share Way mode, the rental cost is charged at the end of the rental itself.

For the KINTO Share mode, the estimated cost of hourly or daily rental is charged in advance upon booking confirmation. In case of extension of the reservation, the corresponding amount will still be charged at the time of confirmation of the reservation. Any accessories required and available in the car will also be charged in advance.

At the end of the rental, the Service Provider charges:

1. the cost of the duration in excess of the reservation made;
2. the cost for each kilometre in excess of the number of kilometres included in the applied fee;
3. any additional amounts if the option "Release in another car park" than the pick-up one (valid only for the KINTO Share mode) is chosen;
4. any penalties to be applied to the customer (e.g. late delivery);

When the Rental fee is charged, both at the end and during the same, the system automatically calculates the total amount to be charged. It is possible that the banking institution of the registered card will ask for the insertion of codes to verify the identity of the Customer (3D Secure or any others). If the customer does not enter the required codes, the payment will fail.

Following the negative outcome of a charge due to failure to enter the 3D secure code or other causes (invalid payment method or insufficient funds), the Service Provider temporarily suspends the "account" profile associated with the Customer, placing it in the "suspended" status. In such a case, the Customer is no longer authorized to use the Service. To reactivate the profile, or obtain authorization to use the Service again, the Customer must, depending on the cause of the payment failure, update the details of his Credit Card or the chosen payment method.

The data provided is processed and verified by the Service Provider that, if no irregularities are found, accepts the changes made. In this case, the Customer's profile assumes the status "approved", otherwise the Service Provider contacts the customer asking to rectify and/or correct the new data provided. The suspension and reactivation of the profile involves the charging of administrative management costs as stipulated in the Service's penalties.

6.3 Billing

The Customer will receive periodically and on a daily basis (or monthly in case of corporate clients who request it) an invoice detailing all debits and/or credits made during the period, specifying the related uses and any additional costs (for example, penalties). If the Customer wishes to receive clarifications in this regard, he can send a report to the email address support.share@kinto-mobility.it.

7. ROADSIDE ASSISTANCE

In case of:

- a) Mechanical breakdown of the Vehicle;
- b) Wrecked vehicle no longer running or unroadworthy (see paragraph 8 - Claims); c) Lack of fuel;
- d) Incorrect refuelling (see paragraph 4.4 - Refueling);
- e) Low battery;
- f) Punctured tyre;

the Customer must contact the Toyota Eurocare roadside assistance service, by calling **800.018.120**. The service, active 24 hours a day, 7 days a week, will provide the necessary assistance, exclusively for roadside assistance and any towing of the Vehicle.

The conditions and methods of intervention are defined in the Toyota Eurocare booklet, present in the Vehicle or which can be consulted on the website www.toyota.it, in the Toyota Service / Warranty / Roadside Assistance section.

In the event of a request for Toyota Eurocare roadside assistance, the Customer cannot leave the Vehicle unattended and must wait for the arrival of roadside assistance.

For further information about the conditions of the Toyota Eurocare service, the Customer can contact the KINTO Share Customer Service by calling or sending an email to support.share@kinto-mobility.it.

8. ACCIDENT

In the event of an accident, suffered or caused, the Customer must, if possible, request the intervention of the competent authorities (Municipal Police, Carabinieri, Police and other local authorities) and immediately notify the Customer Service of the incident by contacting them by telephone or by sending an email to support.share@kinto-mobility.it. If the Vehicle can no longer continue the journey, the Customer must contact directly Toyota Eurocare, at 800.018.120, who will provide the necessary assistance.

The Customer must complete the accident report form (CAI model) with the other party involved in the accident in all its parts and indicate all the following information:

- a) date of the event;
- b) time and place of event;
- c) modality of occurrence;
- d) license plates and insurance coverage details of the Vehicles involved;
- e) personal data and tax codes of the drivers and any witnesses.

If one of the parties involved does not wish to proceed with the signing of the CAI, it is imperative that the Customer requests the intervention of the competent authorities (Municipal Police, Carabinieri, Police and other local authorities) and completes the CAI in all its parts by placing his signature. A copy of the CAI model may be available inside the Vehicles. Within 3 days after the incident, the Customer must send to the support email address support.share@kinto-mobility.it the following documentation: a) the accident report, by completing the form in attachment 1); b) the CAI form completed and signed; c) any report from the authorities who intervened on the site of the accident; d) photos of the car (if possible); e) copy of the licence.

9. THEFT, ROBBERY, FIRE and KASKO DAMAGE

In the event of theft, robbery, or vandalism of the Vehicle during the rental, the Customer must immediately notify the Customer Service of the incident by contacting them by telephone or by sending an email to support.share@kinto-mobility.it, providing the location and description of what happened. If the Vehicle can no longer continue its journey, the Customer will be put in contact by Customer Service directly with Toyota Eurocare, on 800.01.81.20, which will provide the necessary assistance.

The Customer must report the event to the Competent Authorities (Police, Carabinieri, etc.) as soon as possible and no later than 12 hours from its occurrence, or from the moment in which he became aware of it, indicating the following data in the report:

- a) number plate and vehicle model (possibly available from the booking confirmation email);
- b) the vehicle insurance company "Aioi Nissay Dowa Insurance Company of Europe SE"
- c) master identifiers of the driver with the specification that the Vehicle used was rented as part of the "KINTO Share" Car Sharing service;
- d) description of the event (place, date and details) and of the type of damage suffered, specifying in the event of partial damage all the parts or accessories affected by the claim.

In the event of theft/robbery, the Customer must also specify whether the vehicle registration certificate was present inside the stolen vehicle.

The Client must immediately send to the email address support.share@kinto-mobility.it the following documentation:

- a) copy of the complaint made to the competent authorities;
- b) any report from the authorities intervening at the place of the event.

Within 3 days of the event, the Customer must also send copy of the complaint by registered letter with return receipt or by courier to the address Aioi Nissay Dowa Insurance Company of Europe SE – Via Kijiro Toyoda, 2 – 00148 Rome – Claims Office. In the event of fully comprehensive damage, the Customer must request, if possible, the intervention of the Competent Authorities (Police, Carabinieri, etc.) and always complete the friendly assessment form (CAI form) in all its parts with the counterparty involved and send it to 'support email support.share@kinto-mobility.it, together with the aforementioned self-declaration. A copy of the CAI model may be available inside the Vehicle.

10. BREAKING OF GLASSES, NATURAL EVENTS and VANDAL ACTS

In the event of glass breakage, natural occurrence or acts of vandalism, the Customer must immediately notify the Customer Service by contacting them by phone or by sending an email to support.share@kinto-mobility.it, providing the location and description of the damage.

Customer Service will take care of checking the availability of another KINTO Share Vehicle nearby:

- a) If so, book it for the customer and activate the refund procedure;
- b) If the Customer Service is not available, it will book a taxi for the customer who anticipates the cost and then request a refund by email up to a maximum of €25.

Forward the customer must submit a self-declaration to indicate the following information:

- Date of the event;
- Time and place of event;
- Mode of occurrence;
- License plate;
- Personal data of the driver and any witnesses.

Within 3 days of the event, the client must send the following documentation to the email address support.share@kinto-mobility.it: - Signed self-declaration - Copy of the driver's license or document with evidence of the declarant's signature - Exchange of generalities of the authorities, if involved.

In case of failure to send, you will be contacted by Customer Service or Insurance.

11. FINES AND SANCTIONS

Any fines or sanctions for violations of the Highway Code and/or other current provisions communicated by the local Authorities, for non-payment of tolls or private parking, imposed on users of the Vehicles and which will be notified to the owner of the

Vehicles (Kinto Italy or the Toyota dealer/Lexus), to the Service Provider, or to those whom he uses to make the Vehicles available, will be handed as follows:

1. The document certifying the sanction will be returned to the issuing body together with the personal details of the user Customer responsible for the violation, also valid for the subtraction of any driving license points.
2. The Service Provider sends the Customer a communication to his email address with all the details of the fine.
3. The Customer will be charged a penalty for the service connected to the management of fines or sanctions, as provided for by art. 20 of the General Contract Conditions directly on the payment instrument associated with the Customer profile.

appeal to the Competent Authorities. For any clarification or explanation, the Customer may send a communication to the email address support.share@kinto-mobility.it or contact Customer Service.

12. CONSULTATION AND VARIATION OF YOUR DATA

The functions, defined below, allow the consultation and modification of the Customer's data released during or after the moment of registration for the Service. To use them, the Customer must access the reserved area of the kinto-share.it website or smartphone app, using their login credentials.

12.1 Consultation and Modification of Account Profile Data

The Client can consult his/her data by accessing the "profile" section. In case of changes, the customer must send request to the email address support.share@kinto-mobility.it that, after verification, will modify the profile data. The Customer can change the credit card data at any time by accessing the appropriate section of the web portal or using the smartphone app.

12.2 Consultation and Modification of Driver Profile Data

The Client can consult his/her data by accessing the "profile" section. In the event of changes to the driving license data, the Customer must send to the email address support.share@kinto-mobility.it a copy of his driving licence, and any copy of the international permit or official translation into Italian, as required by the General Conditions of the Contract.

The data provided is processed and verified by the Service Provider who, if no irregularities are found, accepts the changes made, notifying them to the Customer's email address. In this case the Customer's profile assumes the "verified" status again, otherwise the Service Provider will contact the customer asking to rectify and/or correct the new data provided.

12.3 Variation of the Validity Status of the Driving Licence

In the event of changes to the status of the license such as withdrawal, suspension, depletion of points or expiry, loss, the Customer must immediately notify the Service provider by sending a report to the email address support.share@kinto-mobility.it. Following the Client's report, the Service Provider temporarily suspends the profile associated with the Customer, placing it in status "suspended". The Service Provider reserves the right to verify, through automated systems, any data relating to the license (validity and points) and if anomalies are found, the Customer's profile will be entered in the status of "suspended". In this case, the Customer is no longer authorized to drive the Vehicle, in addition to book a new rental. To reactivate the profile or obtain the authorization to drive the Vehicle again and to book a new rental, the Customer must send a new report using the web portal or the smartphone app or using the email address support.share@kinto-mobility.it:

- a) indicating the new validity status of the driving licence;
- b) attaching a copy of the new driving licence, and any copy of the international permit or official translation into Italian, as required by the General Conditions of the Contract.

The data provided is processed and verified by the Service Provider who, if no irregularities are found, accepts the changes made, notifying them to the Customer's email address.

In this case, the Customer's profile assumes the status "approved", otherwise the Service Provider contacts the customer asking to rectify and/or correct the new data provided.

Suspension and reactivation of the profile will incur administrative costs as stipulated in the Service's penalties.

13. LOST PROPERTY

If the Customer forgets or finds any abandoned items inside the Vehicle, he/she may notify Customer Service by contacting them by phone or by sending an email to support.share@kinto-mobility.it.

The Service Provider is not responsible for the loss or misplacement of the Customer's belongings inside the Vehicle, but nevertheless makes every effort to facilitate the recovery of the items, possibly through the intervention at the Vehicle of its technical personnel.

The costs of the recovery intervention and eventual shipment shall be charged to the Customer who owns the object, who requests it.

CLAIM FORM

I, the undersigned _____ as a DRIVER authorized to use the KINTO Share Car Sharing service at the time of the accident of the vehicle license plate _____ I provide below my personal data for reference - residence/headquarter in street _____ nr. Civic _____ - City _____ Zip Code _____ Province _____ - Phone _____ email _____

I DECLARE

That I have suffered on ___/___/_____ accident place _____

- 1) accidental glass breakage _____
- 2) natural event damage _____
- 3) Kasko damage _____
- 4) After _____

Indicate any additional documentation provided (e.g. report of the authorities involved, cai form, etc.)

_____ I remain available for any further clarifications.

Yours sincerely ___/___/_____

Date Legible signature

- 1 Detail the damaged part(s) precisely
- 2 Detail the damaged part(s) precisely
- 3 Detail the damaged part(s) precisely
- 4 Detailed description of the event