



*“We make the customer experience memorable by building relationships and showing genuine gratitude”*

*-Jeff Schuetz, President*

We have seen a lot of change in the last half century. However, one consistent theme remains, our commitment to our customers and adapting to their ever-changing needs. As our organization has grown throughout the years, we look back on our small business roots, and refuse to abandon the culture that got us here.

## Contact Us

**National Accounts**  
816-683-3300

**Kansas City, MO - Plaza**  
816-561-8700

**Kansas City, MO - KCI**  
816-708-4300

**Olathe, KS**  
913-839-1755

**St. Louis, MO**  
314-231-3300

 [cityrentatruck.com](http://cityrentatruck.com)

## Information Guide

**Work Ready**  
 **ON DEMAND**



## → What to do

### *in the event of an accident:*

- **Emergencies:** Call 911.
- **Non-Emergencies:** Call the police dept. and get a police report number.
- **Exchange Info:** Get a plate number, as well as a copy of driver's licenses, insurance, and contact info for all parties involved. Make sure you use your own insurance card, not City Rent a Truck's.
- **Document Damages:** Get detailed pictures of all damages on both vehicles from multiple angles.
- **Call a Rep:** Call City Rent A Truck and inform us of the accident. We will give you next steps.
- **Insurance:** All parties involved need to contact their respective Insurance companies to file a claim.
- **Need a Tow?** Call roadside assistance (numbers listed in center panel). They will take the vehicle to nearest dealer.

## → Loss Damage

### *Waiver (LDW)*

- LDW is offered on all rental agreements for an additional charge.
- **Covers:** Physical damage up to full loss of the vehicle, after a \$1,000 out of pocket maximum.
- **Excludes:** Roof damage, DOT infractions, violations of the law, unauthorized drivers, and contaminated fuel, DEF, or engine systems.



## → Who to call

### *if your vehicle breaks down:*

*Call a City Rent A Truck Rep first if a breakdown occurs during business hours. After hours resources all listed below.*

#### **Ford Vehicles**

Ford Roadside Assistance  
1-800-241-3673

#### **Ram Vehicles**

Mopar Roadside Assistance  
1-800-521-2779

#### **Hino Vehicles**

Hino Roadside Assistance  
1-800-365-4466

#### **Peterbilt Vehicles**

Peterbilt Roadside Assistance  
1-800- PETERBILT

## → After Hours Drop

All locations are equipped with an afterhours key drop. Just leave the vehicle on the lot, drop the keys in the key drop, and a representative will email the invoice to you the following business day.

## → Toll Policy

You are responsible for payment of all tolls. If you choose to go through the fast lane, a 3rd party toll service will automatically charge your card for the toll cost plus a \$15 admin fee per infraction. If you know the route you are taking has un-manned toll booths, the best way to avoid the admin fee is to choose a non-toll route on your apple or google maps and go around.