

Adaptive Equipment in Existing Vehicles and Vehicles for Purchase Policy:

To the extent MobilityWorks requires customers seeking to have Adaptive Equipment installed in a vehicle they own or a vehicle they are purchasing to provide certain information regarding their ability to use the requested following Adaptive Equipment:

- Pedal Extensions.
- Spinner Knobs.
- Push-Rock Hand Controls.
- Push-Pull Hand Controls.
- Push-Right Angle Hand Controls.
- Push-Twist Hand Controls.

MobilityWorks will accept any of the following forms of proof that a customer is able to use purchased Adaptive Equipment as an independently sufficient form of proof:

- A valid driver's license with an endorsement or restriction regarding the use of the requested Adaptive Equipment or substantially similar Adaptive Equipment.
- A valid driver's license with other forms of proof as MobilityWorks deems appropriate, including, for example, written documentation by a medical professional, a driver trainer, or a Certified Driver Rehabilitation Specialist.
- A valid driver's license without an endorsement or restriction regarding the use of Adaptive Equipment, combined with a written statement and signature indicating that the Customer has experience using the requested Adaptive Equipment or substantially similar Adaptive Equipment.

MobilityWorks will not require any customer to provide an evaluation or other documentation from a medical professional, driver trainer, or Certified Driver Rehabilitation Specialist regarding experience with requested or purchased Adaptive Equipment if the customer can provide the forms of proof listed above. MobilityWorks will not prefer any one form of proof described above over any other independently sufficient form of proof described

Adaptive Equipment in Rental Vehicles Policy:

This policy applies to a given state or at a given MobilityWorks location if MobilityWorks offers rental vehicles to customers in that state or at that location.

- MobilityWorks will, upon request, and at no charge to customers, install in any available rental vehicle the following Adaptive Equipment:
 - Pedal extensions.
 - Spinner knobs.
 - Push-Rock Hand Controls.
 - Push-Pull Hand Controls.
 - Push-Right-angle Hand Controls.
 - Push-Twist Hand Controls.

MobilityWorks will install or make available any Adaptive Equipment listed above in an available rental vehicle with 48 hours' advance notice, or in a shorter amount of time if reasonably possible, except in Rural Locations.

In Rural Locations, Mobility Works will install or make available such Adaptive Equipment in an available rental vehicle with 72 hours' advance notice, or in a shorter amount of time if reasonably possible.

To the extent MobilityWorks requires customers seeking to rent a vehicle with the Adaptive Equipment above to provide certain information regarding their ability to use the requested Adaptive Equipment, MobilityWorks will accept any of the following forms of proof that a rental vehicle customer is able to use Adaptive Equipment as an independently sufficient form of proof:

- A valid driver's license with an endorsement or restriction regarding the use of the requested Adaptive Equipment or substantially similar Adaptive Equipment.
- A valid driver's license with other forms of proof as MobilityWorks deems appropriate, including, for example, written documentation by a medical professional, a driver trainer, or a Certified Driver Rehabilitation Specialist.
- A valid driver's license without an endorsement or restriction regarding the use of Adaptive Equipment, combined with a written statement and signature indicating that the Customer has experience using the requested Adaptive Equipment or substantially similar Adaptive Equipment.

MobilityWorks will not require any rental vehicle customer to provide an evaluation or other documentation from a medical professional, driver trainer, or Certified Driver Rehabilitation Specialist regarding experience with requested Adaptive Equipment if the customer can provide the forms of proof listed above. MobilityWorks will not prefer any one form of proof over any other independently sufficient form of proof described above.

MobilityWorks will ensure that customers can reserve a rental vehicle with the Adaptive Equipment listed in this section through each system by which customers can generally reserve rental vehicles, including through a web request form and through calling MobilityWorks' rental line. For all rental vehicle reservations, customers must indicate that they have the ability to use the requested vehicle and, if applicable, the requested Adaptive Equipment.

Should you have a concern or complaint regarding this policy, please call 234-312-2002 and your concern or complaint will be addressed.