

LeasePlan

# LeasePlan Assistance

Practical guide for perfect Assistance



# 1 LeasePlan Assistance: Your guarantee for mobility!

## 1.1 Practical

Has your car broken down or got a punctured tyre at home, at work or on the road? Is your car immobilised due to damage from a traffic accident, fire or vandalism? Has your vehicle or license plate been stolen?

In all such situations you have but one thing to do:

Call LeasePlan Assistance, 7 days a week!

From België: 078/150 600 of 03/253 68 68

From abroad: + 32-78-150 600 of +32 3 253 68 68

Always keep the following at hand:

- Licence plate number
- Exact description of the location of the breakdown
- Description of the problem
- Telephone number where you can be reached

Before contacting LeasePlan Assistance, please complete the following formalities:

- **In case of an accident**, fill out the European Accident Statement in full. Have it signed by the other party. If there are any injuries, if the driver who caused the accident committed a hit-and-run or if the other party should refuse to sign the statement form, always notify the police.
- **In case of theft or attempted theft**, file a police report. If it happens abroad, make a statement to the local authorities. Upon your return to Belgium, have the police draw up a report immediately.

## 2 Assistance in Belgium or Luxembourg

### 2.1 Local Assistance

In the event of a sudden, unforeseen immobilisation of your vehicle, LeasePlan Assistance dispatches an authorised mechanic to fix the car at the roadside. If the car cannot be repaired **permanently** on the spot, the mechanic will provide a **temporary** repair that will last at least 24 hours, so that **you can continue your normal daily activities**.

### 2.2 Towing

If a temporary or permanent repair is not possible, LeasePlan Assistance arranges for the defective vehicle to be taken to an authorised garage/body shop.

### 2.3 Replacement Vehicle (if included)

- If your car has been towed, LeasePlan Assistance provides you with a replacement car (cat. B) for the duration of the repair, up to a maximum of 5 successive days.
- The replacement car will be delivered to and picked up from the location of your choice.
- In case of theft of the vehicle or license plate, you will be provided with a replacement car (cat. B) for 5 successive days.
- In the event of breakdown, accident or theft of a company vehicle (< 3,5 Ton) you will likewise receive a category A/B car as a replacement vehicle for the duration of the repair, up to a maximum of 5 successive days.

## 3 Assistance Abroad (if included in your plan)

### 3.1 Coverage

valid in all countries that are listed on the green insurance card for example Austria, Bulgaria, Cyprus, Czech Republic, Germany, Denmark (except Faroese Islands), Spain (except Canary Islands and Balearic Islands), Estonia, France (except overseas territories), Finland, United Kingdom (Great Britain and Northern Ireland), Greece, Hungary, Croatia, Italy, Ireland, Iceland, GHD Luxembourg, Lithuania, Latvia, Malta, Norway, Portugal (except Madeira and Porto Santo), Poland, Romania, Sweden, Slovakia, Slovenia, Switzerland, Andorra, Bosnia-Herzegovina, Morocco, FYROM, Montenegro, Serbia, Tunisia, Turkey (European Part), Vatican City, San Marino, Liechtenstein, Monaco

### 3.2 Reporting a breakdown

- In the event of a sudden, unforeseen immobilisation of your vehicle, LeasePlan Assistance dispatches an authorised mechanic to the roadside in order to restore the vehicle to running order.
- If this proves impossible, LeasePlan Assistance arranges for the defective car to be taken to an authorised garage (assistance and/or towing costs are limited to € 400).

### 3.3 Vehicle can and may be repaired on site (Repair within 3 calendar days)

- If the car can and may be repaired on site, but not on the same day (for repair costs of over € 1.000 excluding VAT, prior authorisation by LeasePlan is required), LeasePlan Assistance works with you to find the best solution:

#### Outward journey

#### Client is at the final destination and the car can be repaired within the intended period of stay

#### Client is at the final destination but the car cannot be repaired within the intended period of stay, or the client is on the way home

You have the choice between:

**EITHER** waiting on the spot until the repair is done (hotel costs based on bed & breakfast for the duration of the repair – max. 3 nights) (\*)

**OR** waiting for the repair:

Rental car (cat.B) (\*) in order to reach your destination and pick up your repaired vehicle on the way back – if you are not going to pick up the vehicle, the duration of the rental car is limited to 5 days (any drop-off charges are at your expense) and the Flemish Automobile Association (LeasePlan Assistance) will pick up the repaired vehicle.

Rental car (cat. B) for the duration of the repair, with a maximum of 5 days. (\*)

You have the choice between:

**EITHER** wait on the spot for the repair (hotel costs based on bed & breakfast for the duration of the repair – max 3 nights) (\*)

**OR** not waiting for the repair:

Return trip to Belgium by train in 1st class, by plane (if distance > 1000 km) or rental car (\*)  
AND 5 days replacement car (cat. B) in Belgium  
AND LeasePlan Assistance collects the repaired vehicle

(\*) Personal assistance is limited to a total budget of € 800 for all uninjured passengers together

### 3.4 Vehicle cannot or may not be repaired on site or in case of theft (repair is impossible within 3 calendar days or LeasePlan has not given authorisation)

- LeasePlan Assistance brings your defective or recovered vehicle back to Belgium
- LeasePlan works with you to find the best solution:

Outward journey	Client is at final destination	Return journey
<p>You have the choice between:</p> <p><b>EITHER</b> Rental car (cat. B) for maximum 5 days (*) to continue your trip</p> <p><b>OR</b> return to Belgium by train in 1st class or by plane (if distance &gt; 1000 km) or rental car up to a max. cost equivalent to public transport (*)</p> <p><b>AND</b> 5 days replacement car (cat. B) in Belgium</p>	<p>You have the choice between:</p> <p><b>EITHER</b> Rental car (cat. B) for maximum 5 days (*)</p> <p><b>OR</b> return to Belgium train in 1st class, by plane (if distance &gt; 1000 km) or rental car up to a max. cost equivalent to public transport (*)</p> <p><b>AND</b> 5 days replacement car (cat.B) in Belgium</p>	<p><b>AND</b> Return journey to Belgium by train in 1<sup>st</sup> class, by plane (if distance &gt; 1000 km) or rental car up to a max. cost equivalent to public transport (*)</p> <p><b>AND</b> 5 days replacement car (cat.B) in Belgium</p>

(\*)Personal assistance is limited to a total budget of € 800 for all uninjured passengers together

### 3.5 Tips & Advice

- In case of accident, always complete a European Accident Statement signed by all parties or a police report.
- Always report theft of the licence plate or the car to the police. If abroad, do so to the local authorities and when you return, report it also to the police in Belgium.
- Accident Statement forms (if your insurance coverage is via LeasePlan) can be reported via My LeasePlan together with some clear pictures of the damage.

### 3.6 General comments

If the local authorities abroad require you to use a roadside assistance service other than LeasePlan Assistance (e.g. on French motorways), LeasePlan Assistance will reimburse the local assistance and/or towing costs up to a maximum of 400 euro.

### 3.7 Exclusions

- If your car can still be driven, or if you could have gone to a garage on your own, LeasePlan Assistance does not provide any help (except if you are abroad).
- If your car was damaged in the course of a contest in which you were taking part, you cannot call upon the services of LeasePlan Assistance and the damage will not be covered.
- Any service not requested from LeasePlan Assistance will not be reimbursed (with the exception of local breakdown assistance and towing while abroad).
- If your vehicle is not insured for material damage via LeasePlan, you must pay the towing costs in the event of a breakdown in Belux. You may be able to recover these costs via your insurer.

**LeasePlan Corporation N.V.**

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