

Driver's Manual

# Welcome on board

# LeasePlan

**We are by your side!**

Driver Contact Center: **0800 845 650**

# This is your personal driver's manual

Enter the following details to make sure  
that you always have them to hand:

My identification/contract number:

5					
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The LeasePlan petrol card, travel card  
or recharge card also includes your  
six-digit vehicle identification/contract  
number (beginning with 5).



Number plate:

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# Key data and information

## Emergency calls

- 112 General emergencies (EU and CH)
- 117 Police (CH)
- 144 Ambulance (CH)
- 118 Fire (CH)
- 163 Traffic information (CH)

## Driver Contact Center

0800 845 650 (national)

+41 44 746 63 33 (international)

The number for all your queries – from servicing and repairs to body maintenance, we'll handle the whole thing for you.

## Breakdown assistance

0800 845 625

LeasePlan 24-hour assistance (national)

+41 44 746 64 77

LeasePlan 24-hour assistance (international)

# Welcome on board

We're delighted that you're taking to the road with LeasePlan. To make it even easier to get around with your company vehicle, we would like to offer some quick answers to the most important questions concerning your LeasePlan vehicle. You can find more information and details in our [mobile app](#) or at [www.leaseplan.com](http://www.leaseplan.com).

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## Important

**Please check the services offered against the service agreement between your employer and LeasePlan (Switzerland) Ltd. Please note that you only have access to these services.**

## On call 24 hours a day

In the event of breakdown, accident, theft of vehicle, loss of documents or other incidents, the 24-hour LeasePlan Assistance number is ready to take your call at any time and will be pleased to help you.

LeasePlan 24-hour assistance (national)	0800 845 625
LeasePlan 24-hour assistance (international)	+41 44 746 64 77

## Other important telephone numbers

General emergencies (EU and CH)	112
Police (CH)	117
Ambulance (CH)	144
Fire (CH)	118
Traffic information (CH)	163

# LeasePlan Driver Contact Center

One phone number for all issues – you can use the number below to inform us of your desired appointment for necessary maintenance or repairs.

Our LeasePlan Driver Contact Center will organise it for you.

Speak to the LeasePlan Driver Contact Center to

- take advantage of our collect and return service (subject to LeasePlan's approval)
- arrange a replacement vehicle (for a fee).

In both cases, please contact the LeasePlan Driver Contact Center in advance. We would also be happy to answer any other questions you may have about your LeasePlan vehicle.



## 0800 845 650

[servicecenter.ch@leaseplan.com](mailto:servicecenter.ch@leaseplan.com)

Alternatively, you can book your garage visit via the online form on our website [www.leaseplan.com](http://www.leaseplan.com).

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# Petrol card, travel card and recharge card

Enjoy cash-free driving with a card that also identifies you for the following services:

- Service and maintenance at our contractual partners
- Tyre service with a LeasePlan (Switzerland) Ltd contractual partner
- Accident repairs with a LeasePlan (Switzerland) Ltd bodywork partner

The LeasePlan petrol card, travel card and recharge card also includes your six-digit vehicle identification/contract number (beginning with 5). Please quote this number whenever you make an appointment.

LeasePlan Contact Driver Center:  
The number for all your queries

0800 845 650 (national)

+41 44 746 63 33 (international)

[servicecenter.ch@leaseplan.com](mailto:servicecenter.ch@leaseplan.com)

get in touch  
with us





## Petrol card/travel card including "Petrol card service"

If you have requested the "Petrol card service", you will receive a petrol card from your preferred petrol company. Pay for your petrol cash-free with your petrol card/travel card. Enter your PIN code along with your current mileage.

## LeasePlan recharge card

The universal LeasePlan charge card gives you access to currently more than 4,000 charging points in Switzerland and a total of 83,000 charging stations throughout Europe. Further information and details about your charge card can be found in our [mobile app: My LeasePlan](#) or at [www.leaseplan.com](http://www.leaseplan.com).

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# Card blocking in case of loss/theft

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1. Please let us know as soon as possible by filling out our online form at [www.leaseplan.com](http://www.leaseplan.com) or by calling us.
  2. We will arrange for the card to be cancelled and will order a replacement card for you.
  3. Until you receive the new card, please pay with your own debit or credit card. We will reimburse you for these costs after a brief check.
- Please send us the reimbursement form ([www.leaseplan.com](http://www.leaseplan.com)) by post including the original receipts.

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# Service/maintenance

In general, each driver is responsible for their vehicle.

Check the tyre pressure and the oil and coolant levels regularly. Check whether the profile of your tyres complies with the legal guidelines and regularly check them for possible damage.

get in touch  
with us

We would be happy to  
arrange a service  
appointment for you  
Please call our Driver  
Contact Center

0800 845 650

[servicecenter.ch@leaseplan.com](mailto:servicecenter.ch@leaseplan.com)





**If you're not booking your appointment through our Driver Contact Center, please follow these steps:**

**When booking your appointment, please mention that you are a driver of a LeasePlan vehicle and that the invoice recipient will be LeasePlan (Switzerland) Ltd. Please also quote your 6-digit identification/contract number when booking your appointment. (You will find your vehicle or contract number on your LeasePlan fuel card, travel card or recharge card starting with the number 5).**

Your LeasePlan petrol card, travel card or charge card entitles you to conduct service, repair and maintenance work required by the manufacturer with the official dealership of your choice, paid for by LeasePlan (Switzerland) Ltd. This does not include damage to the body or windows. Orders carried out by official contractual partners are subject to approval; please call [+41 \(0\)44 746 63 77](tel:+410447466377).

LeasePlan (Switzerland) Ltd is not responsible for service that is not included in the maintenance plan, or special procedures like holiday, winter, summer, air conditioning and spring checks. You must adhere to the maintenance intervals prescribed by the vehicle manufacturer, otherwise guarantee and goodwill claims may be void. Any service, repair or maintenance work must be ordered before expiry of relevant guarantee and free-service periods.

You can find our partners for your service and maintenance work at [www.leaseplan.com](http://www.leaseplan.com).

# Replacement/ rental vehicle

Our replacement/rental vehicle service ensures that you stay on the move even if your regular vehicle is out of action.

Please continue to use your petrol card/travel card to fill up your replacement/rental vehicle (with the petrol card function), but enter '0' for the mileage.

## Do you require a rental vehicle?

All it takes is a call or email.

To fill the gap until your new vehicle arrives, as a replacement vehicle during long repair work, or even a daily rental vehicle for employees - whatever your need, we're ready to take your booking.

Telephone number [0800 845 645](tel:0800845645)

Email [carrental.ch@leaseplan.com](mailto:carrental.ch@leaseplan.com)

# Replacing and changing tyres

Replacement, change and storage of tyres is only to be carried out by authorised tyre partners of LeasePlan (Switzerland) Ltd.

Please note: only tyres in LeasePlan-approved dimensions can be used.

You can find our list of partners for purchasing and changing tyres in our [mobile app](#) or at [www.leaseplan.com](http://www.leaseplan.com).

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## Please observe the following steps:

**When booking your appointment, please mention that you are a driver of a LeasePlan vehicle and that the invoice recipient will be LeasePlan (Switzerland) Ltd. Please also quote your 6-digit identification/contract number when booking your appointment (you will find your identification/contract number on your petrol card, travel card and LeasePlan recharge card starting with the number 5).**

Additional items that are not itemised in the price list will be charged to the lease customer.

You may not order special tyre gas (e.g. nitrogen).

You can find our partners for tyre replacement and changing in our [mobile app](#) or at [www.leaseplan.com](http://www.leaseplan.com).

# Accident/ damage claims

We are by your side!

1. Log the accident in writing with the European Accident Statement or the LeasePlan damages form and record all details for anyone who was involved in or witnessed the accident, remembering to note down their full details. Ask them to show you their identity documents.

2. Have those involved in the accident sign the European Accident Statement.

3. In case of any discrepancy, insist on involving the police, and always contact the police in case of personal injury. Note down the name and department of the police officer.

Report the damage to us by telephone and send us the completed European Accident Statement or LeasePlan damage form within two days. You can fill out the latter at our homepage [www.leaseplan.com](http://www.leaseplan.com) and simply send it to us at [servicecenter.ch@leaseplan.com](mailto:servicecenter.ch@leaseplan.com) by email.

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4. For accidents involving two road users, the European Accident Statement must be completed and signed. A completed LeasePlan damage form is sufficient for accidents where there is no other party (e.g. collision with a pillar).

5. Get in touch with LeasePlan (Switzerland) Ltd before authorising any repairs to the vehicle. The repair order may only be carried out by LeasePlan.

Our damage management ensures quick, efficient assistance. LeasePlan Assistance is ready to take your call at any time.

get in touch  
with us

LeasePlan 24-hour assistance (national)

0800 845 625

LeasePlan 24-hour assistance (international)

+41 44 746 64 77


The insurer and LeasePlan reserve the right to require additional written information in the event of an unclear damage description. Please remember to read the instructions on the reverse of the European Accident Statement



## What LeasePlan does for you

### Roadworthy

If your vehicle is still **roadworthy** following the accident, LeasePlan will take care of an efficient processing and scheduling an appointment at the nearest partner workshop.




get in touch  
with us

0800 845 650

[servicecenter.ch@leaseplan.com](mailto:servicecenter.ch@leaseplan.com)

### Not roadworthy

If your vehicle is **not roadworthy**, we will arrange for a towing service to take the vehicle to the nearest bodywork partner. Our regular rental vehicle broker will provide a replacement vehicle for the duration of the repairs.



get in touch  
with us

0800 845 625

LeasePlan 24-hour assistance (international) [+41 44 746 64 77](tel:+41447466477)

We will check the quote before repairs are carried out. The vehicle can only be repaired once we have approved the quote. If necessary, we will bring in an expert.

For damage to third parties, we will also assume responsibility for informing their liability insurer.



# Breakdown

1. Turn on the hazard lights & put on a safety vest
2. Position the warning triangle (at least 50 m behind the stationary vehicle – at least 100 m on motorways)
3. Leave the hazard area
4. Call the LeasePlan 24-hour assistance service

get in touch  
with us

## 0800 845 625

LeasePlan 24-hour assistance (international) [+41 44 746 64 77](tel:+41447466477)

In urgent cases, contact LeasePlan Assistance. They are ready to take your call, 24 hours a day, 365 days a year. LeasePlan Assistance can arrange breakdown assistance throughout Europe (except countries excluded by the Swiss National Bureau of Insurance; you can find the list at [www.nbi.ch](http://www.nbi.ch)).



### Please note:

**Breakdown assistance must only be carried out through the LeasePlan Assistance number, otherwise there is no guarantee of service assistance. There is no option for subsequent cost coverage. To see what services are included with LeasePlan Assistance, please refer to our terms and conditions, which you can find at [www.leaseplan.com](http://www.leaseplan.com).**

# Vehicle return

## What to do

As a rule of thumb, you should return the vehicle in the same condition you received it.

## Checklist

- Vehicle keys, spare keys, emergency keys
- Vehicle registration documents
- Service booklet/digital service booklet: print-out of most recent maintenance
- Operating manual
- Extra tyres/wheel sets
- Replacement tyre/tyre mobility set
- Vehicle accessories, such as navigation software, roof box, bicycle rack, charge cable, luggage compartment cover, parcel shelf, etc.
- Emergency gear (jack, wheel wrench, warning triangle, first aid kit)

Please remove any personal belongings. You can avoid additional costs by remembering to cancel the vehicle registration document and returning the vehicle with any company or personal markings removed.

All vehicles must be returned in their original condition, i.e. any additional fittings not included in the contract are to be removed.

All vehicles must be returned in good working order, meaning no sign of damage beyond fair wear and tear. Any damage to the vehicle bodywork must be rectified or reported beforehand to LeasePlan.

If there is damage to the bodywork of the vehicle, this must first be repaired.

There is no cost to you for accepted damage arising from normal use of the vehicle.

Following return of the vehicle, an independent assessor will complete an assessment report.

## Damage assessment

You can find further information on damage assessment in the 'LeasePlan Fair Wear & Tear Guidelines'. If you do not have access to our Guidelines, you can find them at [www.leaseplan.com](http://www.leaseplan.com).

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## Ready to return your vehicle?

Please fill out the vehicle return form on our website [www.leaseplan.com](http://www.leaseplan.com) to let us know when you plan to return the vehicle.

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**Return your car**

## Would you like to keep driving your existing lease vehicle?

You can!

Register your interest using the form on our website [www.leaseplan.com](http://www.leaseplan.com).

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**Buy your car**

# LeasePlan Mobile App: "My LeasePlan"

You can find everything you need to know about your lease vehicle right away, directly in our mobile app. Once you have registered, you will gain access to exclusive information about your new lease vehicle to allow you to use it as easily as possible.

## Your secure access includes

- Information on your car (contract, fuelling process, damage, etc.)
- LeasePlan (Switzerland) Ltd service telephone numbers
- Location of the nearest workshop
- Breakdown service
- Online damage report
- Tips in the event of damage, maintenance, tyre change, etc.
- and much more...



You can find "My LeasePlan" in the [App Store \(iPad/iPhone\)](#) and on [Google Play \(Android\)](#). All you need to do is download the app.



To register, you'll need your business email address. Further information and details about "My LeasePlan" can be found at [www.leaseplan.com](http://www.leaseplan.com).

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# LeasePlan

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