

The LeasePlan logo is a stylized, orange-to-red gradient shape that resembles a large, bold letter 'M' or a series of connected curves. It is positioned in the top left corner of the page.

LeasePlan

My LeasePlan

Drivers Manual



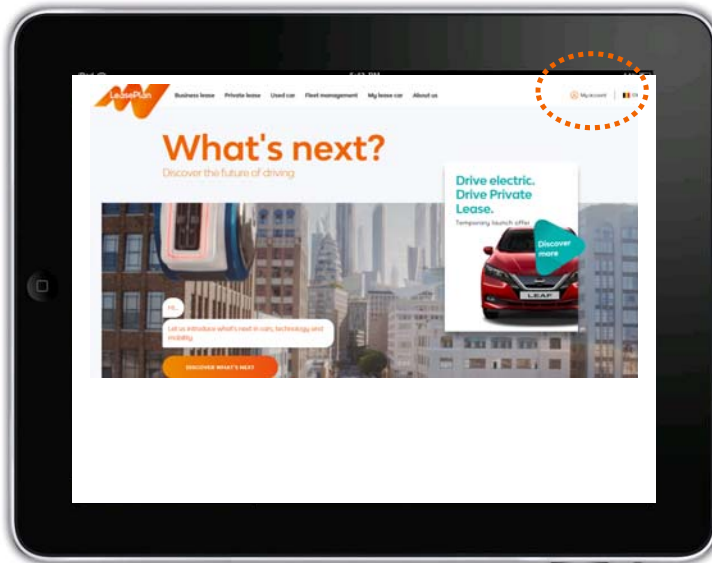
Table of Contents

1	Sign on to My LeasePlan	3
2	Home page.....	5
	2.1 The speedometers _____	5
	2.2 Adjust mileage _____	6
3	Vehicles	7
	3.1 General info _____	7
	3.2 Included services _____	8
	3.3 Documents _____	9
	3.4 Reimbursements _____	10
4	Fuel.....	11
	4.1 Fuel card _____	11
	4.1.1 Request a new PIN.....	12
	4.1.2 Request a new fuel card	13
	4.2 Reimbursements _____	14
5	Maintenance	15
6	Damages	16
7	My account	17
	7.1 Change your account details _____	18
	7.2 Change your password _____	19

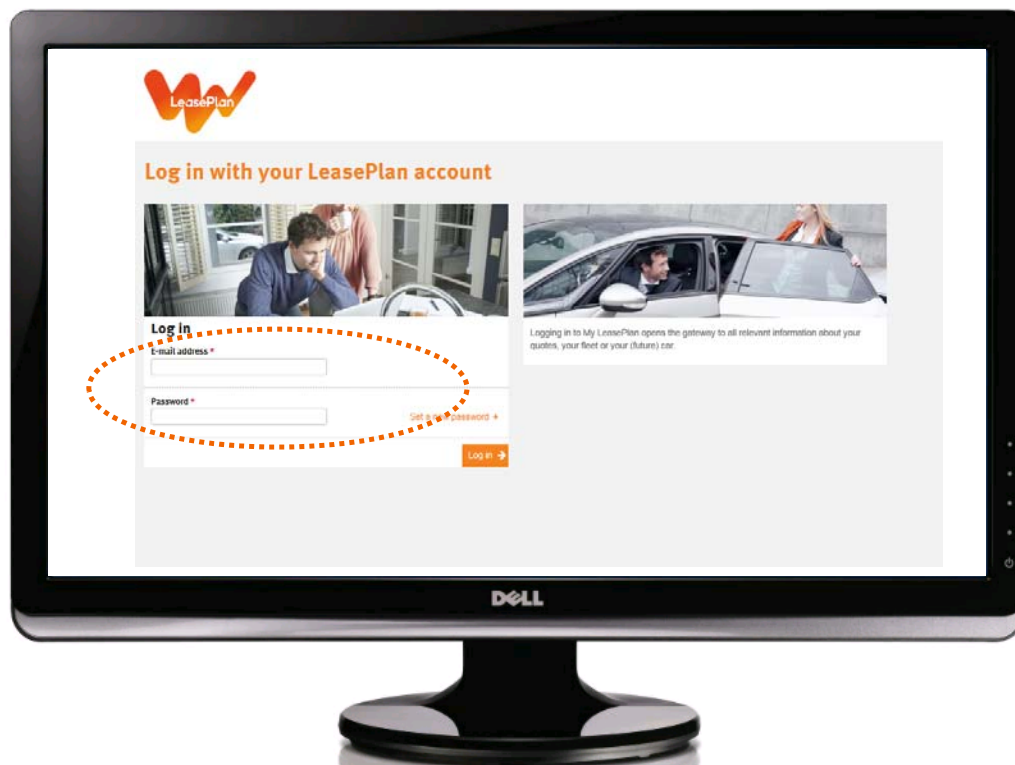
1 Sign on to My LeasePlan

LeasePlan.be and My LeasePlan can be used on a PC and a tablet.

To log in to My LeasePlan, go to www.leaseplan.be and click the 'My account' button in the top right corner.



Click on 'Login on My LeasePlan Account'. The 'Log in' page is displayed. Enter the e-mail address and password that you entered earlier during activation.




Click 'Log in'. You are now logged in to My LeasePlan.



You can modify your account details using the orange button with drop-down in the top right corner (see ['7. My account'](#)).

Good afternoon **Jurgen** ▾

 My account

 Log out

2 Home page

2.1 The speedometers



On your personal My LeasePlan home page, you have 2 speedometers: fuel and damage claims. 'More info' explains what the speedometer displays.

Fuel

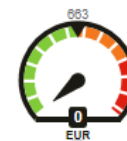


Average fuel consumption

Show more

The average fuel consumption for your vehicle is 0,0 l/100km. The average LeasePlan driver driving the same make and model is situated at 3,2 l/100km.

Damages

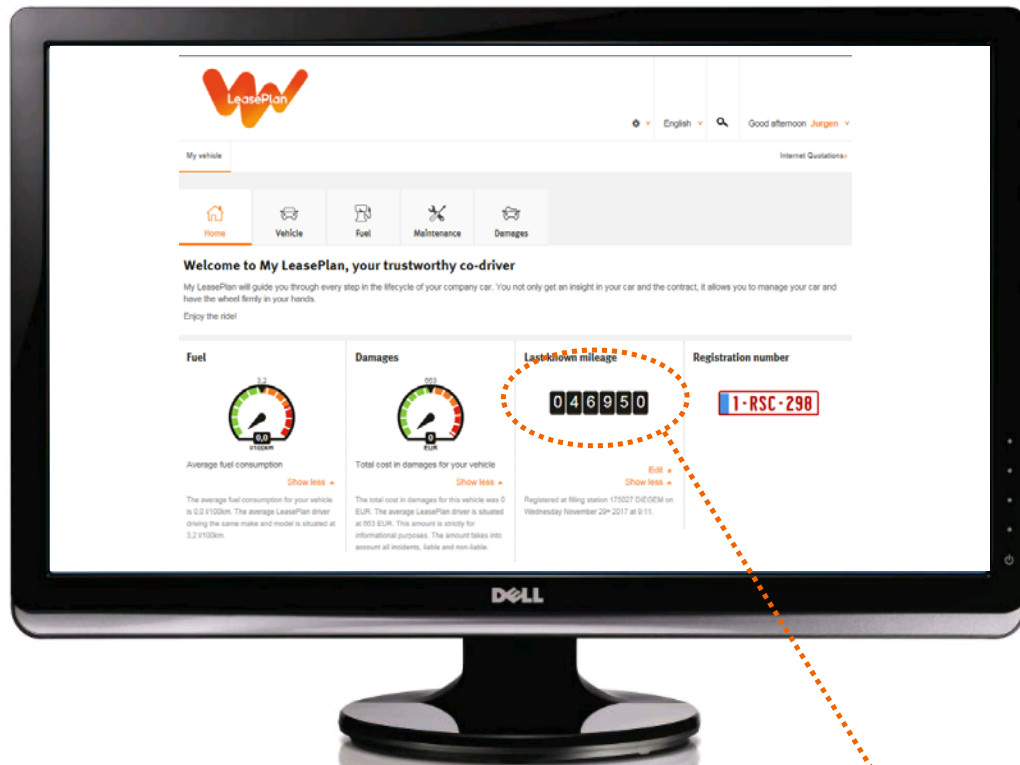


Total cost in damages for your vehicle

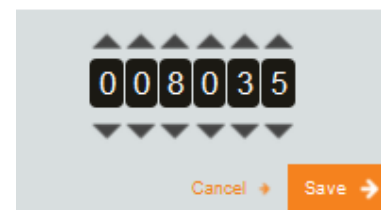
Show more

The total cost in damages for this vehicle was 0 EUR. The average LeasePlan driver is situated at 683 EUR. This amount is strictly for informational purposes. The amount takes into account all incidents, liable and non-liable.

2.2 Adjust mileage



Last known mileage



On your personal My LeasePlan home page, you can adjust the last known mileage by clicking 'Edit' under the odometer.

You can easily change your mileage using the arrows. Click 'Save' to save your changes.

If you enter a mileage that deviates too much from the last known mileage for your vehicle, you will be requested to re-confirm.

3 Vehicles

3.1 General info

Click the menu item 'Vehicle' to quickly display general information about your vehicle.



The calculation of the annual benefit in kind is based on the gross catalogue price including options and accessories, the actually paid VAT, the first registration date and the CO2 emission as stated on the certificate of registration.



Annual benefit in kind 3.149,55 EUR

The actual kilometres per year are based on the mileages that we receive via fuel fill-ups or interventions (service, tyre change, roadside assistance, etc.).

Annual mileage

040000

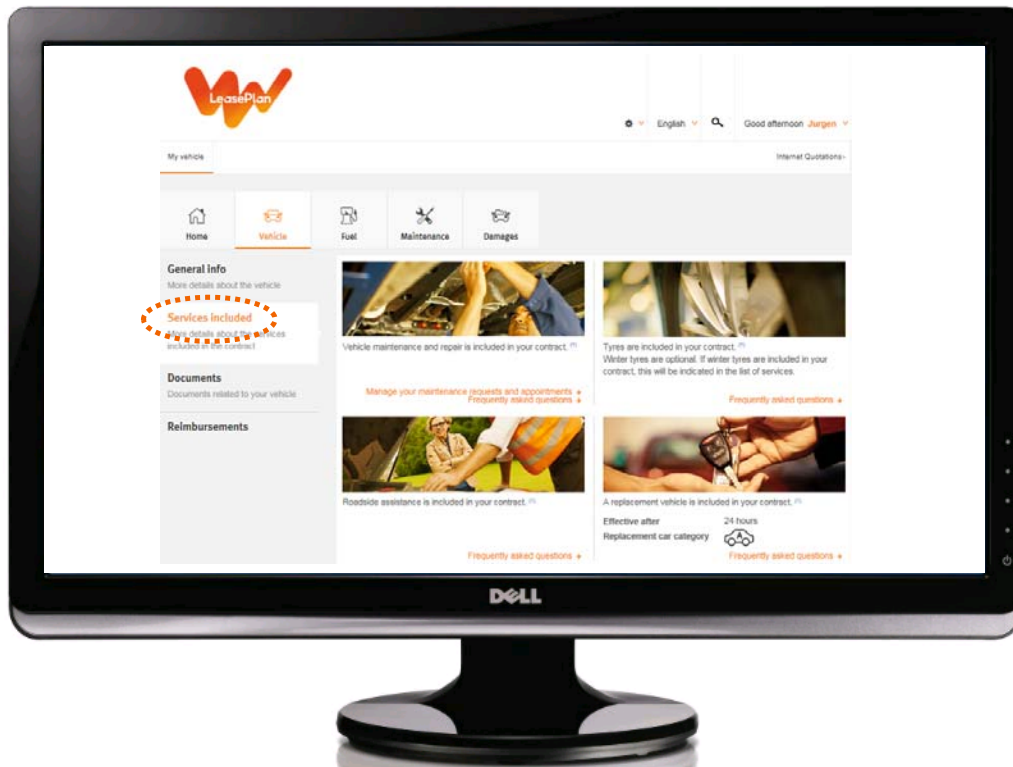
In contract

038565

Real

3.2 Included services

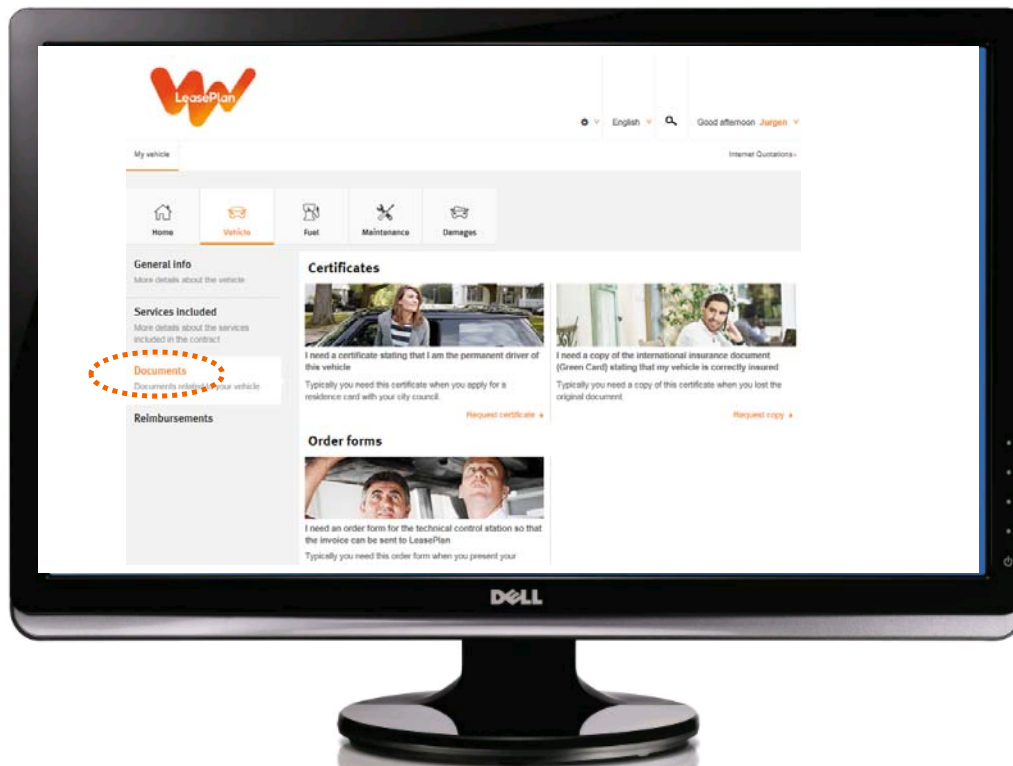
When you click the sub-menu item 'Included services', you only see the services that are included in your contract.



You can request the list of frequently asked questions for each of these services.

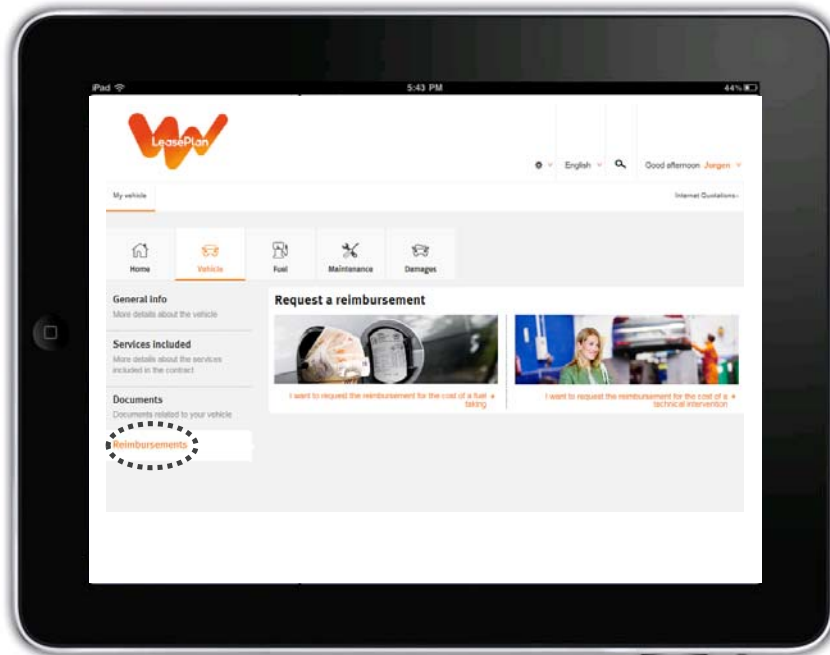
3.3 Documents

When you click the sub-menu item 'Documents', you will find all available documents easy to download (e.g.: certificate main driver, copy insurance document, order form technical control).



3.4 Reimbursements

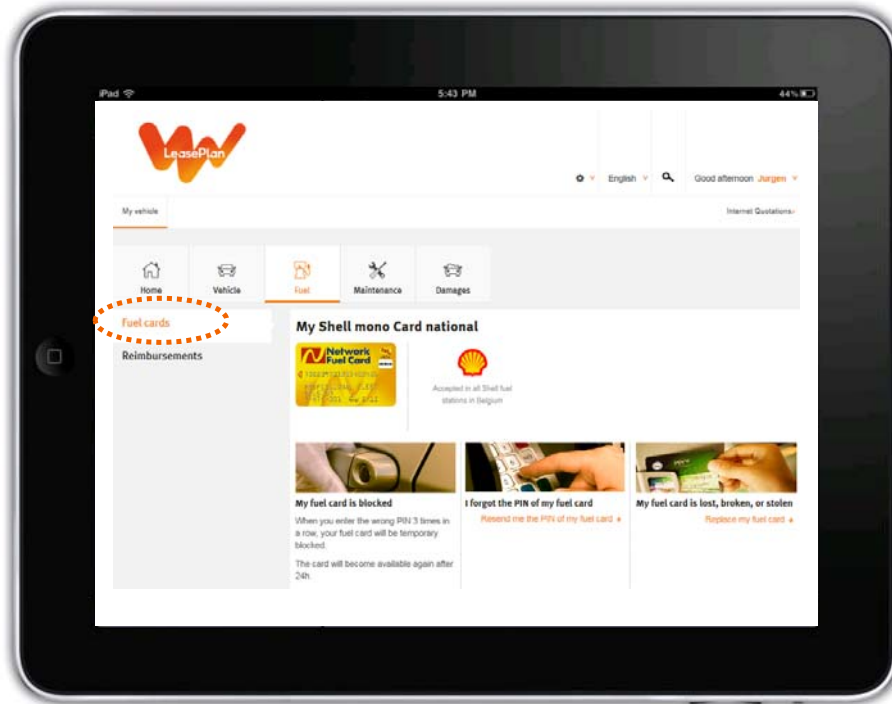
Click the menu item 'Reimbursements' to request the refund of fuel costs or the cost of a technical intervention you paid for yourself.



4 Fuel

4.1 Fuel card

Click the menu item 'Fuel' to quickly display an overview of your fuel card(s).



You can see where you can fill up for each fuel supplier.



Accepted in all Shell fuel stations in Belgium



Accepted in all Esso fuel stations in Belgium



Accepted in all Total fuel stations in Belgium



Accepted in all Q8 fuel stations in Belgium

4.1.1 Request a new PIN

If you forget your PIN, you can always request a new one via the 'I have forgotten my fuel card PIN' link. LeasePlan sends a new PIN by regular mail to the address linked to the card. If your employer indicated that fuel cards must be sent to the work address, this will be your work-related address. If your employer indicated that fuel cards must be sent directly to the driver's home address, then this will be your home address.

My Network Fuel Card national



Accepted in all Shell fuel stations in Belgium



Accepted in all Esso fuel stations in Belgium



Accepted in all Total fuel stations in Belgium



Accepted in all Q8 fuel stations in Belgium



My fuel card is blocked

When you enter the wrong PIN 3 times in a row, your fuel card will be temporary blocked.

The card will become available again after 24h.



I forgot the PIN of my fuel card

[Resend me the PIN of my fuel card](#) →



My fuel card is lost, broken, or stolen

[Replace my fuel card](#) →

Your PIN will be sent to you by mail at
Geldenaaksebaan 464, 3001 HEVERLEE.

[Cancel](#) →

[Confirm](#) →

Click 'Confirm' to send the new PIN request to LeasePlan. If you decide not to request a new PIN, click 'Cancel'.

If your home address or work-related address has changed, please edit your address in your profile first (see '[7. My account](#)') before requesting the new PIN.

4.1.2 Request a new fuel card

If your card is lost or stolen, or damaged, you can request a new one via the link 'I lost my fuel card, my card is broken, my card has been stolen'. LeasePlan sends a new card and PIN (separately) by regular mail to the address linked to the card. If your employer indicated that fuel cards must be sent to the work address, this will be your work-related address. If your employer indicated that fuel cards must be sent directly to the driver's home address, then this will be your home address.

My Network Fuel Card national



Accepted in all Shell fuel stations in Belgium



Accepted in all Esso fuel stations in Belgium



Accepted in all Total fuel stations in Belgium



Accepted in all Q8 fuel stations in Belgium



My fuel card is blocked

When you enter the wrong PIN 3 times in a row, your fuel card will be temporary blocked.

The card will become available again after 24h.



I forgot the PIN of my fuel card

[Resend me the PIN of my fuel card](#) →



My fuel card is lost, broken, or stolen

[Replace my fuel card](#) →

My fuel card is lost, broken, or stolen

- Lost or stolen card
- Broken or unreadable card

Your new card and PIN will be sent to you by mail at Geldenaaksebaan 464, 3001 HEVERLEE.

[Cancel](#) →

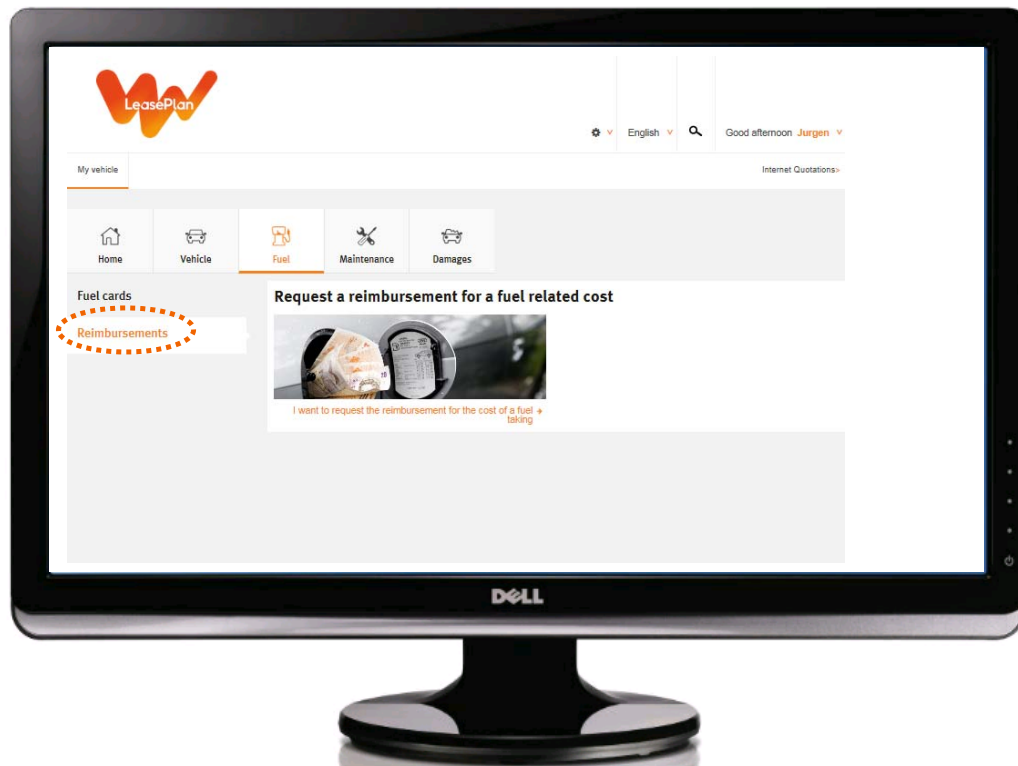
[Confirm](#) →

Click 'Confirm' to send the new card request to LeasePlan. If you decide not to request a new card, click 'Cancel'.

If your home address or work-related address has changed, please edit your address in your profile first (see '[7. My account](#)') before requesting the new card and PIN.

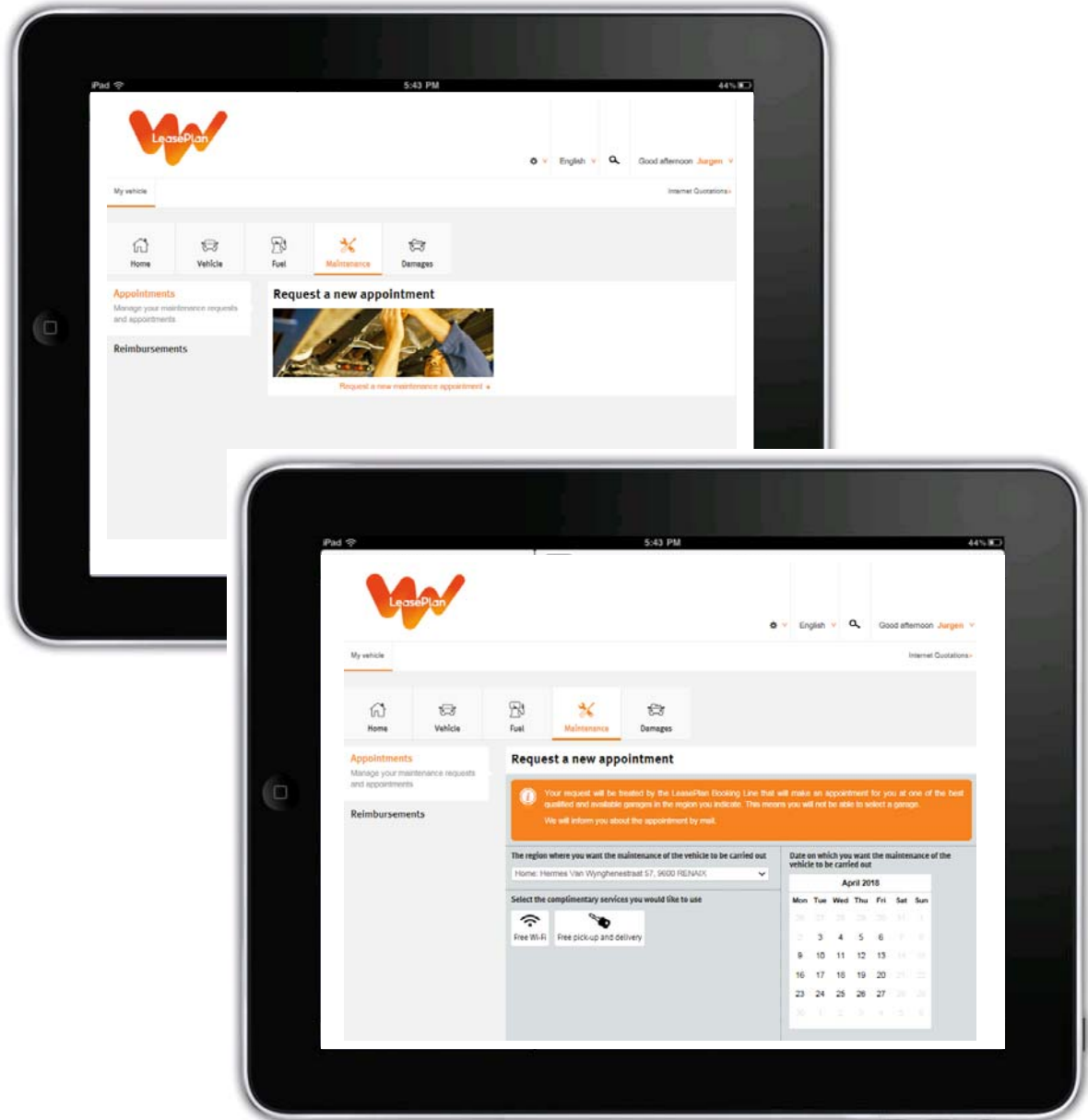
4.2 Reimbursements

Click the 'Reimbursements' sub-menu to obtain a refund of a fill-up you paid yourself.



5 Maintenance

With the 'Maintenance' menu item you can schedule a service appointment.



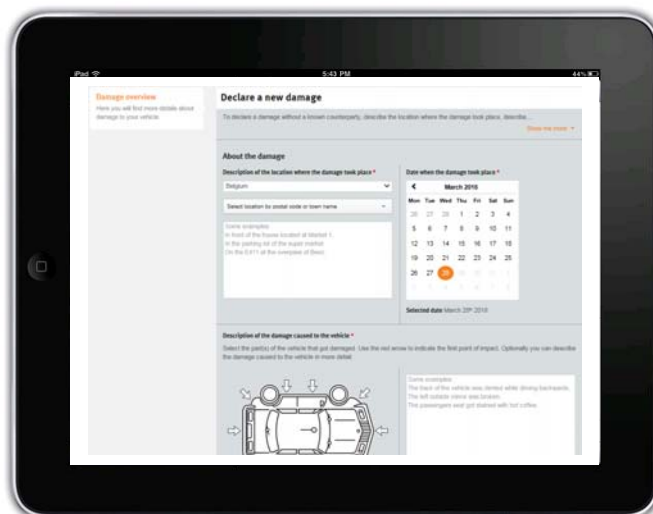
6 Damages

Click the menu item 'Damages' to declare a new damage or look at earlier damages to your car.



Depending on the situation you can choose to declare a damage without counterparty, with counterparty or a damage to the windscreen.

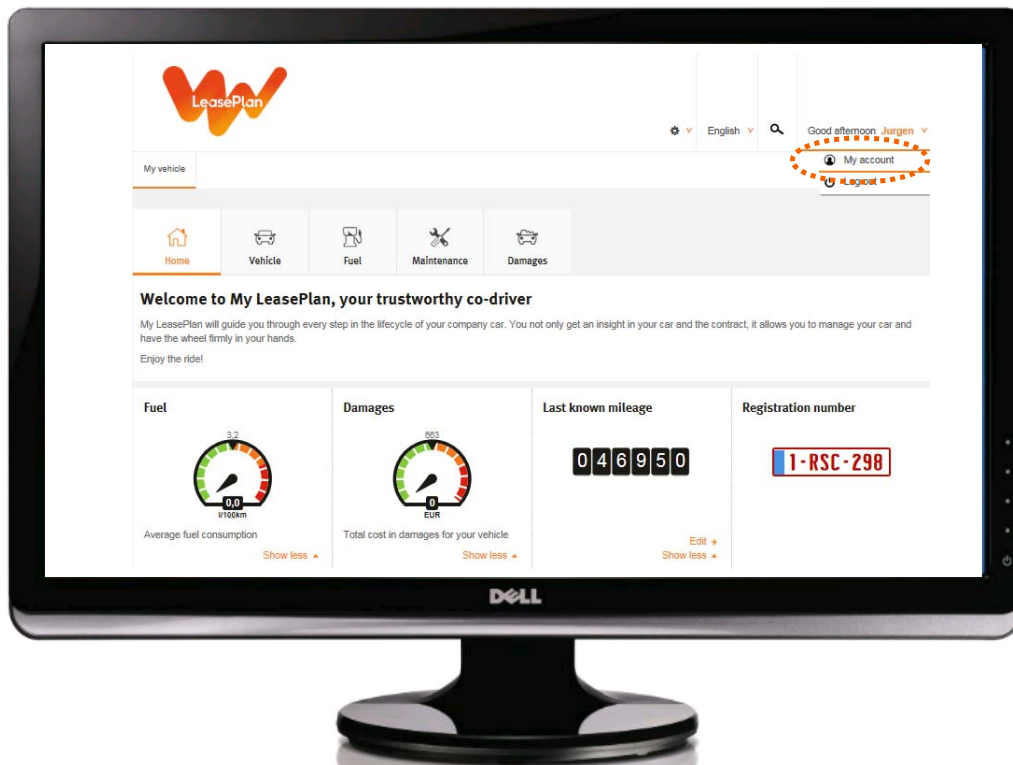
You will be asked to fill in an online form, upload pictures or documents when relevant.



After submitting the form, a LeasePlan employee will open a claim file and handle the repair of your car.

7 My account

You will see an orange button in the black bar at the top of the web page. When you hover over the button with your mouse or touch it on a tablet, a list is displayed where you can see 'My account'.

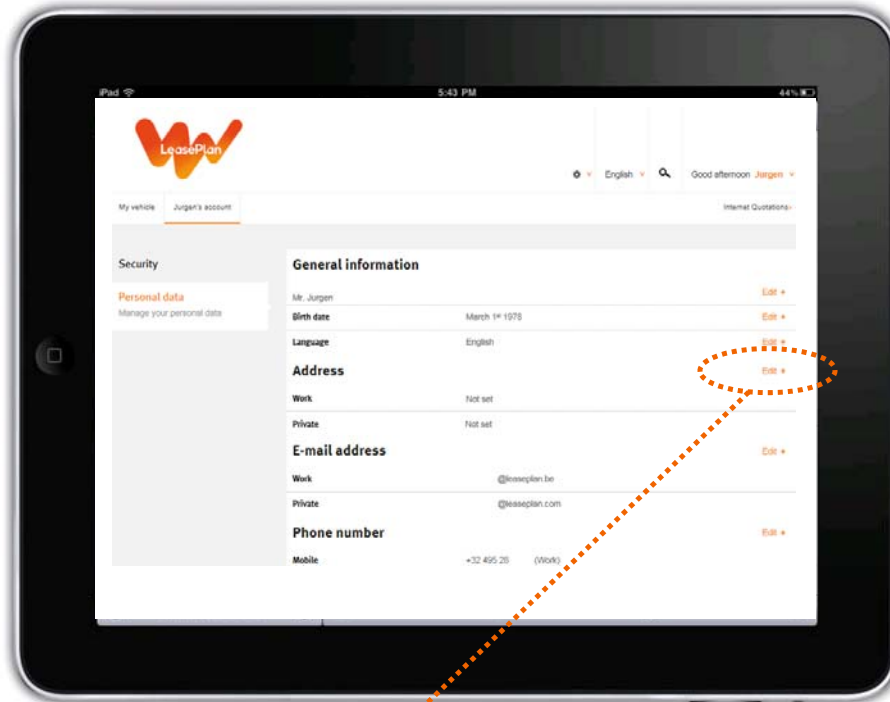


Click 'My account' to open your profile page where you can consult your details and change them if necessary.

7.1 Change your account details

You can easily change your details on the 'My account' page. Click 'Edit' next to the item you want to modify. Click 'Confirm' to save your changes, or 'Cancel' if you want to go back to the current details.

You can also delete details as long as you have 1 address, 1 e-mail address and 1 phone number.



Address

Work

Excelsiorlaan 8 Box Clear +
Belgium 1930 ZAVENTEM

Private

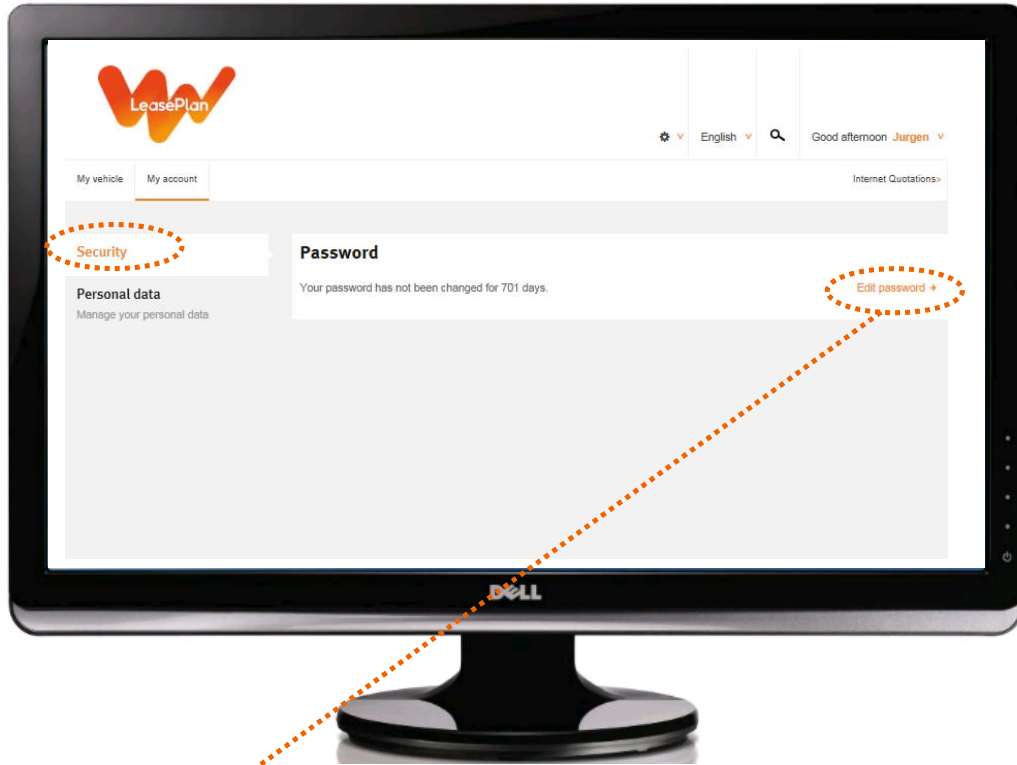
Gasdreef 2 Box Clear +
Belgium 9230 WETTEREN

Cancel + Confirm →

7.2 Change your password

Click the 'Security' sub-menu item to change your password.

Click the 'Password' button on the right side of the page, enter your current password and then the new password twice. Click 'Confirm' to set your new password, or 'Cancel' to keep your current password.



Password

To change your password, enter your current password, type a new password, retype your new password, and click on the Confirm button. Click the Cancel button to cancel changing your password.

Current password

New password*

Retype password*

Must contain at least 8 characters.
 Must contain at least 1 number.

Must match.

Cancel Confirm

