

Overview of cover | LeasePlan Assistance

A. General provisions

1. Which vehicles are eligible for benefits/services?

Benefits/services apply to LeasePlan fleet vehicles that have a total weight of up to 3,500 kg, are registered in Switzerland or the Principality of Liechtenstein and have LeasePlan Assistance cover. Trailers of any kind as well as drawn or pushed vehicles are excluded, with the exception of the benefits/services specified in B) 2.1.4.

2. Which persons are entitled to benefits/services?

The driver and the other occupants of the vehicle are covered, provided that their number does not exceed the number of seats stipulated in the vehicle registration. Hitchhikers and people who drive the vehicle illegally are excluded.

3. What happens if there is a change of ownership?

Provided that the same vehicle continues to be a fleet vehicle from LeasePlan and remains registered in Switzerland or the Principality of Liechtenstein, the contractual benefits/service are transferred to the new owner when ownership changes during the term of the contract.

4. What happens if a vehicle is changed?

Upon commencement of a new leasing contract with LeasePlan Assistance, coverage also starts anew.



5. Where does the cover apply?

Cover extends to damaging events occurring in Switzerland and the Principality of Liechtenstein, in the European states listed on the “Green Card” (the international insurance card for motor vehicles) and including the entire territory of the former Socialist Federal Republic of Yugoslavia) as well as in the countries bordering on the Mediterranean and the Mediterranean island states. Cover is not interrupted if the vehicle is transported by sea, provided the place of departure and the place of arrival are within the territory covered.

6. How long is the cover valid for?

Cover commences on the day the lease starts and lasts for as long as the vehicle has a valid lease contract, including LeasePlan Assistance, with LeasePlan.

7. When will there be no cover?

There shall be no cover for cases that occur in connection with:

- armed conflicts of any kind;
- unrest of any kind, unless the persons covered prove that the loss is not related to the aforementioned incidents;
- participation in races, rallies and similar racing or training rides on race tracks, circuits or in traffic areas that are used for such purposes;
- participation in training rides or competitions off-road or in sports driving training courses;
- if at the time of the loss event the vehicle is in a condition that does not comply with the applicable provisions of the traffic regulations;
- if the vehicle is used by a driver who does not have a valid driving license or by a driver who is not accompanied by the legally prescribed license holder;
- theft (including joyrides) or misappropriation of the vehicle;
- damage arising from journeys prohibited by law or the authorities;
- intentional execution of crimes, offences or attempts to do so;
- drunkenness (definition and assessment according to official authorities), drug abuse or misuse of medication, suicide or attempted suicide;
- failure to comply with the instructions in the vehicle operating manual (on-board manual/instructions for use).



8. What applies in the event of damage?

LeasePlan Assistance must be contacted immediately for any necessary assistance, questions or damage event:

- In Switzerland or in Liechtenstein | Phone 0800 845 625
- From other countries | Phone +41 44 746 64 77
- Written notification should be sent to:
LeasePlan (Switzerland) Ltd, Assistance, Baslerpark | Baslerstrasse 60, CH-8048 Zurich.

9. No entitlement to cover

There is no entitlement with regard to LeasePlan Assistance for benefits/services not organised, arranged or carried out via LeasePlan Assistance.

10. What happens if behavioural obligations are breached?

If the required or necessary obligations of reporting, informing or behaving are not met, the cover can be reduced or rejected by the provider of coverage.

11. Which place of jurisdiction applies?

The place of jurisdiction is the city of Zurich.

12. Who is responsible for the benefits/services?

Benefits/services (costs) are borne by:

LeasePlan (Switzerland) Ltd, Baslerpark | Baslerstrasse 60, CH-8048 Zurich.

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B. Vehicle-related cover

1. Which incidents are eligible for cover?

Cover extends to cases in which the vehicle is no longer operational or roadworthy as a result of breakdown, collision, theft or attempted theft, wanton or malicious damage (as defined in the terms of the third party, fire and theft insurance), as a result of force majeure or fire or glass breakage (windscreen, rear window, side windows). A breakdown means sudden, unforeseen failure of the vehicle as a result of an electrical or mechanical defect, which makes it impossible to continue the journey, Keys that have been forgotten inside the vehicle, tyre damage, battery failure, lack of fuel and incorrect fuelling are also considered breakdowns. Winter assistance does not count as a breakdown or accident (shovelling and pulling out snowed-in, parked vehicles, installing snow chains, assistance with starting on icy or snowy roads, etc.).

2. What cover is provided?

2.1 Basic cover

2.1.1 Breakdown/accident assistance

Organisation and payment of costs for the vehicle to be restored to working order, as long as this is at the place where the damage occurred.

2.1.2 Replacement of small parts

In the event of on-site breakdown assistance, the replacement of small parts will be paid for. Small parts are only those parts that are usually carried by breakdown vehicles (excluding batteries), e.g. cables, clips, hoses, fuses etc.

2.1.3 Towing costs/recovery

Breakdown: Towing costs to the nearest official dealership suitable for repair, excluding repair and material costs. Accident assistance: Towing, recovery and removal of the damaged vehicle to the nearest LeasePlan bodywork partner up to a maximum of CHF 2000.00.



2.1.4 Trailer/caravan

Transport of the legally approved trailer or caravan towed by the damaged vehicle to the same local garage.

2.1.5 Storage

If the vehicle needs to be parked at a secure location before repairs or collection, we will cover the costs up to CHF 100 per incident.

2.1.6 Forwarding expenses for spare parts for incidents abroad

The shipping costs for spare parts are covered, excluding the cost of the parts themselves.

2.1.7 Breakdown to or with mechanical or electronic vehicle key

For vehicle keys that are in the locked vehicle or an electronic locking device that can no longer be opened, the costs required for repairing the key breakdown on site will be replaced. The same applies to stolen vehicle keys (police report required) and damaged vehicle keys. Costs caused by lost or misplaced vehicle keys are not covered.

2.1.8 Fuel-related breakdown

The cost of repairing a fuel-related breakdown (the vehicle comes to a standstill due to running out of fuel or the wrong fuel was used) are covered. The costs for fuel and for consequential damage caused by incorrect filling such as damage to the engine and catalytic converter, for example, are not covered.

2.2 Additional cover

If the vehicle's roadworthiness and road safety cannot demonstrably be restored on the same day, the occupants are entitled to the following cover:



2.2.1 Additional costs

Interventions carried out by LeasePlan Assistance in accordance with Art. 2.1.3 and 2.1.7 are prerequisites for additional costs to be paid.

The additional costs (for rental car, return trip, overnight stays) for all occupants are:

- covered in Switzerland, the Principality of Liechtenstein and neighbouring countries up to a distance of 50 km and up to an amount of CHF 600 per incident.
- covered abroad (more than 50 km from the Swiss border) up to an amount of CHF 1200 per incident. The benefits in Switzerland/the Principality of Liechtenstein and abroad cannot be accumulated per incident. The additional costs of the rental car are limited to the time it takes for the vehicle to be repaired.

2.2.2 When the driver picks up the vehicle once it is roadworthy again

If the repaired vehicle needs to be picked up, we pay the resulting costs up to CHF 100 in Switzerland and a maximum of CHF 300 abroad.

2.2.3 Repatriation of the vehicle

LeasePlan Assistance organises and pays once per incident for returning the defective or damaged vehicle to an official dealership (breakdown) or bodywork partner (accident) or returning the restored or recovered vehicle to the address of the owner/driver in Switzerland/in the Principality of Liechtenstein.

The costs are always limited to the current market value of the vehicle (after the incident).

3. Reduced cover

For rental cars, taxis and driving school vehicles, the cover is limited to No. 2.1.1 to 2.1.3. In the event of an accident, the cash benefits under No. 2 apply as follows:

- Outside the opening hours of LeasePlan (Switzerland) Ltd: in accordance with these General Terms and Conditions of LeasePlan Assistance.
- Within the opening hours of LeasePlan (Switzerland) Ltd: in accordance with the customer's insurance contract or any liability of a third party.