

Driver's Manual

Welcome
on Board

LeasePlan



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Welcome on Board

Thank you for choosing LeasePlan. To make it as simple as possible to use your company vehicle, this brochure provides you with essential information regarding your LeasePlan vehicle. Further information can be found on our [mobile app](#) or at www.leaseplan.ch



Important Note

Please compare the benefits/services with the service contract concluded between your employer and LeasePlan (Switzerland) Ltd. Only the benefits/services specified in that contract are applicable.

We're here to help 24/7

In case of breakdowns, accidents, vehicle theft, loss of documents or other incidents, the LeasePlan 24-hour assistance number takes your calls around the clock and is happy to assist you.

LeasePlan 24-h-Assistance (national)	0800 845 625
LeasePlan 24-h-Assistance (international)	+41 44 746 64 77
Loss/Theft Travel Card	+41 44 746 63 12

Important Telephone Numbers

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

LeasePlan Mobile App

You can now access everything you need to know about your leased vehicle at any time. Once connected, you enter a world specifically dedicated to you and your leased car, that helps you to enjoy your car with peace of mind.

Secure access to the app provides you with

- details about your vehicle (your agreement, fuel intake, incidents, fines, etc.)
- the number for the LeasePlan 24h-assistance
- the locations of the nearest garages or petrol stations
- breakdown assistance
- online incident declarations
- advice on incidents, maintenance, changing tyres, etc.
- and many more...

«LeasePlan» is available from the [App Store \(iPad/iPhone\)](#) and from [Google Play \(Android\)](#). All that's left is for you to download the app.



Travel Card

The LeasePlan Travel Card is your ID card for ordering the following services from our contractual partners without cash:

- Service and maintenance
- Tyre service
- Repair after an accident

The LeasePlan Travel Card also contains your 6-digit object or contract reference number (starting with 5 or 9). Please state this number when arranging an appointment.

Travel Card with Fuel Card Function

If your contract includes the fuel card service option, you will receive a fuel card for the fuel company of your choice. Cash is not required if you pay by Travel Card. Enter your PIN code and the current vehicle mileage. This card also covers all Travel Card functions.

Servicing/ Maintenance

Generally each driver is responsible for their own vehicle.

Check tyre pressures as well as oil and coolant levels regularly. Arrange for the statutory exhaust emission tests to be completed when required (exception: vehicles with an on-board diagnostics system, OBD). Ensure that the tyre tread depth is always within the legal limit. Check the tyres regularly for possible damage.



Please proceed as follows

When you call to arrange an appointment for servicing/maintenance work, inform the dealership that you are driving a LeasePlan vehicle and that the invoice must be sent to LeasePlan (Switzerland) Ltd. Please state the 6-digit object or contract reference number when arranging an appointment.

Your Travel Card entitles you to conduct service, repair and maintenance work required by the manufacturer with any one of our contractual partners, paid for by LeasePlan (Switzerland) Ltd. This does not include damage to the body or windows.

All orders requested by our contractual partners are subject to approval (+41 (0)44 746 63 77).

Service work not included in the maintenance plan and special measures such as holiday, winter, summer, air conditioning and spring checks are not paid for by LeasePlan (Switzerland) Ltd. The service intervals prescribed by the vehicle manufacturer must be observed strictly. Failure to do so will invalidate any warranty or goodwill claims.

Scheduled service, repair and maintenance work must strictly be ordered before the expiry of the current warranty and free service periods.

Our service/maintenance partners can be viewed on our [mobile app](#) or at www.leaseplan.ch

Replacement/ Hire vehicle

Our «REPLACEMENT/HIRE VEHICLE» service ensures that you stay mobile when you need to. Please refuel your replacement vehicle using your Travel Card. When doing so, please enter «0» as the mileage.

Car Hire Service

If you require a hire car, simply call or email us. Whether you need it until your new vehicle is delivered, as a replacement car while extensive repairs are being carried out or as a daily hire car for your employees, we'll be happy to arrange a solution for you.

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

E-Mail carrental@leaseplan.ch

Replacing and changing tyres

Replacing, changing and storing tyres must only be carried out by authorised LeasePlan (Switzerland) Ltd tyre partners. Please note: only the specified original tyre sizes may be fitted. The list of tyre partners is available at www.leaseplan.ch



Please proceed as follows

when you call to arrange an appointment for servicing/ maintenance work, inform the dealership that you are driving a LeasePlan vehicle and that the invoice must be sent to LeasePlan (Switzerland) Ltd. Please state the 6-digit object or contract reference number when arranging an appointment.

Additional cost items not covered in your plan will be charged to the leasing customer.

Tyres must not be filled with premium gases (e.g. nitrogen).

Our tyre change and replacement partners can be viewed on our [mobile app](#) or at www.leaseplan.ch

Accidents/ Claims adjustment

How to proceed after an accident?

1. Record the facts of the accident in writing using the European accident statement form, and note the full particulars of all persons directly involved in the accident, and of the witnesses. Ask to see their ID cards.
2. Have the European accident statement form signed by all persons involved in the accident.
3. Insist on notifying the police if the situation is unclear. Always call the police if someone is injured. Write down the name and station of the police officer at the scene. Report the damage to LeasePlan by telephone. Send us the duly completed European accident statement form or a LeasePlan damage report form within two days. The damage report form can be completed electronically at www.leaseplan.ch and send by E-mail to insurance@leaseplan.ch
4. The European accident statement form must be completed and signed in the event of an accident involving two road users. If an accident occurs without third-party involvement (e.g. collision with a concrete column), a completed LeasePlan damage report form is sufficient.
5. Do not have any repair work carried out on the vehicle before consulting LeasePlan (Switzerland) Ltd. The repair order can only be placed by LeasePlan.

Our claims management service provides swift and efficient help. The LeasePlan Assistance telephone staff are available to take your calls around the clock.

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

In cases where it is not certain how the damage occurred, the insurance company and LeasePlan reserve the right to request additional information in writing. Please observe the instructions on the reverse of the European accident statement form.

How LeasePlan helps you

If your vehicle remains roadworthy following an accident, we will provide you with the address of the nearest bodywork partner. You can make the necessary arrangements directly with this partner. Always show your Travel Card.

If the vehicle is no longer roadworthy, we will have it transported to the nearest bodywork partner. Our hire car service will also organise a replacement vehicle for the duration of the repair work.

Our partner gives us a cost estimate for the repair work, which will be carried out once we have checked and authorised it. If necessary, we will ask an external expert to inspect the damage

If third parties are involved in the accident, we will also notify your third-party liability insurance company.

Breakdowns

1. Switch on the hazard light
2. Place the warning triangle at least 50m behind the stationary vehicle and at least 100m back on motorways
3. Stay out of the danger zone
4. Call the LeasePlan Assistance service

In an emergency, contact LeasePlan Assistance. This service is available to you 24 hours a day, 365 days a year. LeasePlan Assistance provides breakdown services throughout Europe (excluding countries not listed by the Swiss National Bureau of Insurance; refer to the list available at www.nbi.ch).



Please Note

breakdown services must be requested exclusively via the LeasePlan Assistance number, otherwise they will not be guaranteed. Costs cannot be retroactively reimbursed. The scope of the LeasePlan Assistance benefits/services is defined in the GT&C.

Returning the vehicle

How to proceed?

Please return your vehicle in the same condition as when it was handed over to you.

Checklist

- All keys (including the garage keys)
- Vehicle documents
- Service booklet and operating instructions/manuals
- Radio code card
- Any stored rims and/or tyres
- Software CDs for the navigation system (if installed)
- Road toll sticker
- Luggage cover
- Travel card

If your vehicle was supplied with winter tyres, the complete set must be returned. The same applies to summer tyres if the vehicle is returned in winter. All vehicles must be returned in due and proper condition, i.e. with no damage exceeding fair wear and tear for the mileage of the vehicle.

Please have any such damage repaired before the vehicle is returned or notify the LeasePlan insurance department accordingly.

Vehicles must be returned as supplied originally. All subsequently installed equipment and markings that are not covered by the contract must be removed. Following the collection of the vehicle, the LeasePlan (Switzerland) Ltd partner SGS (Société Générale de Surveillance SA) will prepare a status report detailing any damage exceeding fair wear and tear for the mileage of the vehicle.

You will not be charged for acceptable damage resulting from normal vehicle use.

Damage exceeding what is deemed normal for the given mileage will be calculated on a pro-rata basis according to vehicle age and mileage. Insurance cases, missing parts and damage to the interior are excluded. Such damage is taken into account in full.

All other damage affects the visual and/or functional condition of the vehicle and therefore the price a potential buyer is prepared to pay for the second-hand vehicle.

For detailed information

on damage assessment, please consult the «Fair Wear & Tear guidelines». If you do not have this document, it is available on our [mobile app](#) or at www.leaseplan.ch

LeasePlan

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The world leading fleet and
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