

Zurich, 27 March 2020

## Update & Recommendations | Coronavirus

Area	Question	Answer
<b>1. Accidents and damage</b>	<b>Who do I call if my car doesn't work?</b>	LeasePlan roadside assistance is at your disposal 24 hours a day.  Dial <b>0800 845 625</b> (from Switzerland) or <b>+41 44 746 64 77</b> (from abroad).
	<b>Will safety related damage (e.g. glass damage) be delayed?</b>	No, you can make an appointment by calling the Driver Contact Center on <b>0800 845 650</b> or using <a href="#">our online form</a> .
<b>2. Maintenance and repair</b>	<b>How to make an appointment for a scheduled maintenance or a repair?</b>	You can make an appointment by calling the Driver Contact Center on <b>0800 845 650</b> or using <a href="#">our online form</a> .
	<b>When can I change my winter tyres?</b>	Please postpone tyre replacement until further notice (exception: safety aspects such as tread depth or damage). We will contact you when the situation at our tyre partners has calmed down again.
<b>3. Order and delivery</b>	<b>How do I know the expected delivery date of my vehicle?</b>	LeasePlan keeps you proactively informed immediately after receiving the delivery date. Our online reports always inform you of the current expected delivery date of your vehicle. We see an increasing delay in the delivery of new cars in the future.  Due to the difficult moment, LeasePlan recommends to postpone the delivery of the new vehicle if it is not strictly required. Please contact us to get support and advise.
	<b>I have more questions about my LeasePlan vehicle</b>	As usual, we will be happy to answer all your questions by calling <b>044 746 64 64</b> or sending an e-mail to <a href="mailto:service.ch@leaseplan.com">service.ch@leaseplan.com</a> .
<b>4. Other questions and contacts</b>		

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