

Driver's Manual

Welcome  
on board

LeasePlan





Your service contact number

0800 845 650

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

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# 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).



## 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 brigade (CH)	118
Traffic information (CH)	163

# LeasePlan Driver Contact Center

One phone number for all issues – you can use the number below to make an appointment for any maintenance or repair required.

Our LeasePlan Driver Contact Center will organise this for you.

You can also take advantage of our collect and return service if you wish, and we can have a replacement vehicle ready for you (for a fee).



get in touch  
with us

## 0800 845 650

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

Alternatively, you can book your garage visit via the form on our website.



# Petrol card/travel card

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

- Service and maintenance at your 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 also includes your 6-digit vehicle or contract number (beginning with 5 or 9). Please quote this number whenever you make an appointment.

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.



Loss/theft of your travel card  
(during office hours)

+41 44 746 63 12

# Service/maintenance

In general, each driver is responsible for his or her vehicle.

Please carry out regular checks of tyre pressure as well as petrol and water levels. Make sure that the tyre tread conforms with official guidelines. Check tyres regularly 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 vehicle or contract number when booking your appointment.**

Your travel 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 such as holiday, winter, summer, air conditioning or 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 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 you need, we're ready to take your booking.

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

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



# 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 tyre partners on our homepage (submenu: "My leasecar" -> "Accidents & damage").

## 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 vehicle or contract number when booking your appointment.**

Additional items that are not itemised in the cost regulation 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

## What to do in case of accident

1. Log the accident in writing with the European Accident Statement or the LeasePlan damages form and record all details of anyone who was involved in or witnessed the accident, remembering to note down their identity numbers.
2. Have those involved in the accident sign the European Accident Statement.
3. In case 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 on our website [www.leaseplan.com](http://www.leaseplan.com) and simply email it to us at [insurance@leaseplan.ch](mailto:insurance@leaseplan.ch).
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 can only be carried out through LeasePlan. Our damage management ensures quick, efficient assistance. LeasePlan Assistance is ready to take your call at any time.

LeasePlan 24-hour assistance (national) [0800 845 625](tel:0800845625)  
LeasePlan 24-hour assistance (international) [+41 44 746 64 77](tel:+41447466477)

The insurer and LeasePlan reserve the right to demand 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 will do for you

If your vehicle is still **roadworthy** following the accident, we will refer you to our nearest bodywork partner. You can arrange appointments there as required. Please present your travel card or petrol card.



get in touch  
with us

0800 845 650

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

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 repairs.



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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 consult automotive experts.

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

# Breakdown

1. Turn on your hazard lights
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 Assistance service



## 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. Please refer to the GTCs for the LeasePlan Assistance service scope.**

# 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
- 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.

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.

## 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 in our [mobile app](#) or at [www.leaseplan.com](http://www.leaseplan.com).

## Ready to return your vehicle?

Please fill out the vehicle return form on our website ([submenu: "My lease car" -> "Return your car"](#)) to let us know when you plan to return the vehicle.

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

You can!

Register your interest using the form on our website ([submenu: "My lease car" -> "Buy your car"](#)).

# LeasePlan mobile app

Everything you need to know about using your lease vehicle.

## Your secure access includes

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

You can find "LeasePlan" in the [App Store \(iPad/ iPhone\)](#) and on [Google Play \(Android\)](#).

Simply download the app.



# LeasePlan

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The world-leading fleet and  
vehicle management company

[www.leaseplan.com](http://www.leaseplan.com)