

LEASEPLAN DRIVER HANDBOOK

# Flexible Leasing



LeasePlan

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# Welcome Letter

Dear Driver.

Welcome to LeasePlan, the leading company for leasing vehicles to businesses, renowned for providing top quality services for their drivers.

Start to enjoy your vehicle, because from now on there is a team of professionals working to meet your needs, so you can drive your vehicle with complete peace of mind.

For this reason, we have a **Driver Helpline number set up for you (91 91 92 999), which is open 24 hours a day, 365 days a year, along with our Online Office, which you can access via our website (www.leaseplan.es)**, where we will be able to solve any query related to your vehicle hire.

In this manual you will find all the services and warranties added to the contract for your new vehicle, which we hope you enjoy.

Kindest regards,



Alberto Sáez  
CEO

## Online Office

# However, whenever and wherever you want

No counters, no waiting rooms and no opening hours. With LeasePlan's **Online Office**, you just need a computer or a mobile device to carry out the normal procedures. One of our objectives is to make everything is easier for you.



### Everything is closer

Any formalities related to your LeasePlan vehicle: **the services you need, instantly.**

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Book an appointment with pick up and drop off options for services, breakdowns, tyres, bodywork and the ITV (which is an MOT equivalent).

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Find out the locations of the nearest garages, drop-off points for your finished vehicle, etc.

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Report incidents. Request a replacement vehicle (as long as you have contracted this service)

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### Administrative procedures, instantly.

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Request duplicate copies of your vehicle documentation, including documents related to the Coverage Service.

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Request special authorisations for driving abroad, apply for your SER card (Regulated Parking Service), etc.

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Check the balance of your fuel card, see the latest account movements, or request a duplicate card in case of theft or loss.

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You can always check the status of the services you have requested with LeasePlan.

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### Everything is streamlined

Forget about what's happening on the other end of the phone line. With the **Online Office**, you can access all the services that you require for your lease car instantly, without waiting times or setbacks.

### Everything is more convenient

24 hours a day, every day of the year. You can request any service that you have contracted along with your lease car from anywhere with an internet connection, benefiting from all of the advantages that Online Office has to offer.





## Preference Code and Pick up and Drop off Service

When you need to take your vehicle to a garage, you must get **the Preference Code first**. You can request it quickly and easily by **booking an Appointment** via the **Online Office**. With this code, you'll be given the date and time when you can take your car to the garage for work to begin.

Furthermore, if you wish, we offer a **Pick Up and Drop Off service** so you can arrange the time and place to have your vehicle taken to the garage without you having to go anywhere. This service does not apply to the replacement and repair of minor accessories, tyre repairs or window replacements. These services are free of charge for you and your company.

**The Preference Code is an essential prerequisite that gives you many advantages (without it, the vehicle cannot be attended to at the garage):**

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Faster vehicle repair, as you can request our Quick check-up Service.

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Greater satisfaction thanks to a more comprehensive control of each process.

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More time saved because your vehicle is in the garage for less time.

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More quality in the procedure because we provide the garages that are best adapted to your needs, and which comply with our Quality Commitments.

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# Maintenance

## Driver responsibility

**Warranty:** Read the manufacturer's manual carefully and always present your vehicle's maintenance book.

**Servicing:** It is essential to have your vehicle serviced at the intervals specified by the manufacturer and at a LeasePlan approved garage arranged by LeasePlan.

**Oil:** You must always maintain the correct oil level and follow the manufacturer's indications for oil change intervals.

**Water and antifreeze:** Frequently check the water and antifreeze levels in the vehicle.

**Fuel:** Always follow the manufacturer's fuel recommendations, as LeasePlan accepts no responsibility for damage caused to the vehicle if such recommendations are not followed.

**Tyres:** Tyres are a key component of your vehicle's safety, and must therefore be checked regularly.

## Preventive and corrective maintenance

Should your car break down and becomes immobile, call LeasePlan **Roadside Assistance helpline on 900 21 03 12.**

Your vehicle will be picked up and taken to the nearest LeasePlan garage, and you will be provided with the means to continue your journey if applicable.

For minor faults or vehicle servicing, you should contact LeasePlan to request your **Preference Code** via our **Online Office.**

We offer the **Pick Up and Drop Off Service** to all our drivers, or, if preferred, we can provide you with a LeasePlan garage where you can take your vehicle to be repaired.

## Change of tyres

Tyre changes, alignment, balancing and rotation must always be done in LeasePlan authorised garages. Tyres must be changed in accordance with regulations in force when tread depth is **1.6 mm**. However, at LeasePlan we will authorize the change when the depth is equal to or less than **2 mm**.

The replacement of tyres due to vandalism is not covered.



**In any case, do not hesitate to call the Driver Helpline to find the best solution.**

### Periodical maintenance

At LeasePlan we will manage the maintenance and repairs of the vehicle, including changes of oil, lubricants, liquids, spare parts, tyres and labour in accordance with the maintenance procedures recommended by the manufacturer in the garages recommended by LeasePlan.

Check the vehicle's liquid levels and tyre pressures in compliance with the specifications and intervals marked by the manufacturer.

Have the vehicle serviced at the time or mileage intervals specified by the manufacturer (see the vehicle's service book) in the network of recommended by LeasePlan.

Check that the type of fuel being used is correct for the vehicle (petrol or diesel) and that it matches the manufacturer's specifications.

Pay attention to warning lights on the vehicle dashboard, and take the car off the road as soon as possible.

### Driving the vehicle outside Spain

You may drive within the European Union for a maximum period of 7 days. However, you must request written authorisation and keep all the original documentation in the vehicle itself.

The vehicle cannot be serviced abroad. Several options are available to you in the event of mechanical problems with the vehicle, subject to prior consent from LeasePlan.

If the repair will take more than 8 hours or the vehicle will be off the road for 4 days or more, the vehicle may be returned to Spain for repair, as long as LeasePlan assistance has been contracted.

If these conditions are not met, or you decide to get the vehicle repaired in the country you are in, you may do the following:

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Directly pay the cost of the repair, for which you should request an invoice in the name of LeasePlan Servicios, with Tax ID number ESA78007473, so that you can be reimbursed if applicable.

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If LeasePlan has a presence in the country where the repair is being carried out, call our Driver Helpline and we will coordinate authorisation for the repair.

### Authorised additional driver

If a non-regular user is going to drive the vehicle, you may, with your company's prior consent, ask LeasePlan to authorise an additional driver. The application for an additional driver must always come in writing from the Fleet Manager or the person authorised by the same.

# Coverage Service

In case of an accident, you must contact LeasePlan by contacting the **Online Office** to report the accident before taking the vehicle to a garage.

When another party is involved in the accident, it is very important that you complete an **accident report**. Even if no damage is caused, this report is important as it will make it much easier for the insurance company to manage the claim.

The report must include the place, date, registration numbers, brands and models of the vehicles, whether there are witnesses or injured parties, any police action, etc. The accident report must be filled in, and if you do not agree with the other driver, you do not have to sign the document.

The copy that remains with the LeasePlan driver must **be forwarded to LeasePlan**, as well as providing the accident report through the **Online Office**.

## Theft of or from the vehicle

In cases where the vehicle needs to be repaired following an accident: inform LeasePlan of the damage and, at the same time, **book an Appointment**.

If you have any doubts with respect to the **Coverage Service**, call our **Driver Helpline** and we will be happy to help.

In case of damage to the vehicle as a result of a theft, you will need to provide a record through the **Online Office** and attach the corresponding report. If you need roadside assistance to be able to move, you can call us on 900 21 03 12. If your vehicle is stolen, you must also provide us with a record through the **Online Office** and send us a copy of the theft report.

# Roadside Assistance

If you breakdown or have an accident more than **25 km (15.5 miles) from your home**, and your vehicle cannot be driven, and if it is not possible to repair it on the same day, we will provide you with the means to continue your journey or cover the cost of hotel accommodation. Nevertheless, you can count on vehicle assistance at any point during your journey. The vehicle will be transferred to the LeasePlan garage closest to the accident or breakdown.

In cases where the repair time exceeds **8 hours** of labour, according to the pricing for the brand, or **4 days** off the road, you may choose between:

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The vehicle will be transferred from the LeasePlan garage to your home.

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The vehicle will be taken to your home once it has been repaired.

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We guarantee immediate assistance if you are in difficulties during your trip. And don't forget that whenever you need us, you can call:  
**Roadside Assistance 900 21 03 12.**



You can carry out all the usual card management processes through LeasePlan's Online Office.

If you would like a replacement card due to wear and tear, you can always request one through the **Online Office**.

Below are the simple steps to take if you need to cancel the Multiservice Card contracted with LeasePlan.

To cancel the card, your fleet manager will need to withdraw it through the Online Office by indicating the car registration for that card. You should then proceed to destroy the card.

If the card is lost or stolen, as well as sending an email to **atencionconductor@leaseplan.es** indicating the vehicle registration number associated with the card, you must send us a copy of the corresponding report.

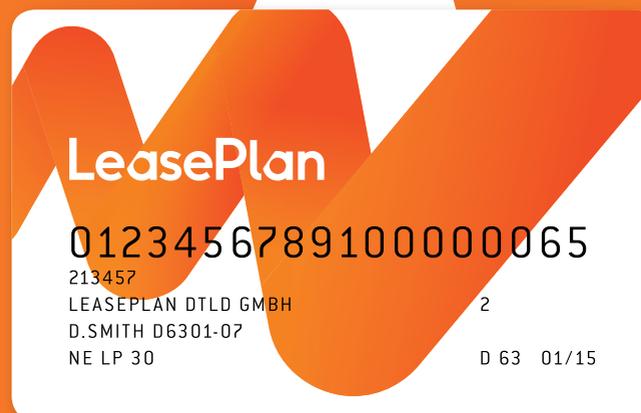
If the card expires, you must physically destroy it.

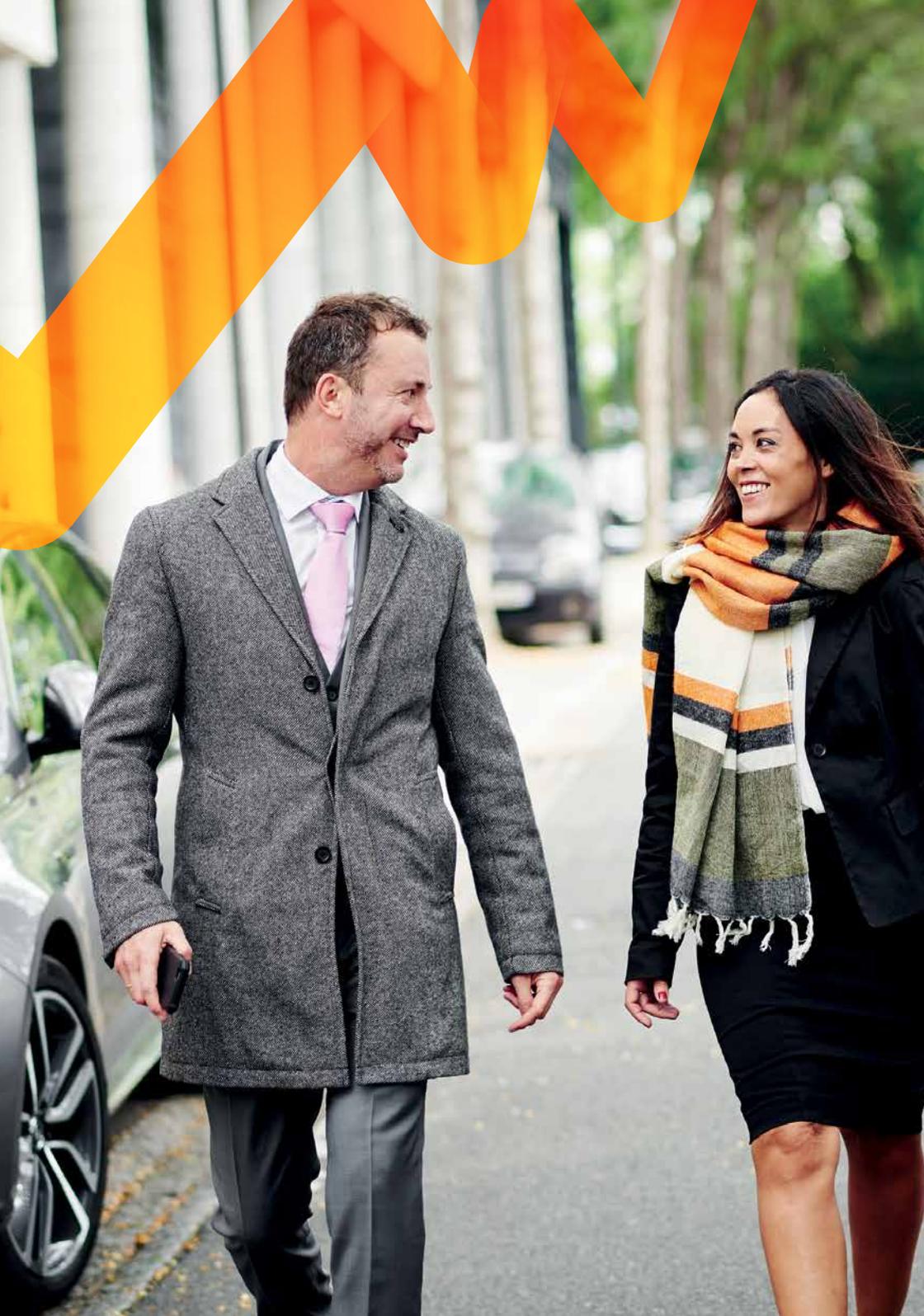
When you return a lease car, you should physically destroy the card associated with the vehicle that you are returning.

With LeasePlan you can take out a card that gives you, the driver, convenience when refuelling, while your company will get better cost and billing control.

Your company will need to order or authorise this card for processing to proceed.

# LeasePlan Multiservice Card





## Replacement Vehicle

You can make the arrangements for a replacement vehicle by phone or via our website through the Online Office, provided your vehicle is off the road and at a garage, and taking the replacement criteria referred to in the contract into account. We will provide you with a vehicle with similar

characteristics to your current lease vehicle, or better, for the duration of the time that your vehicle is being repaired. We will send the vehicle to the district of your choice, and within a **period of no more than 24 hours** following the breakdown.

## Traffic offences

All you will need to provide is your case number, if you have one, your ID and your phone number, so that we can contact you. Bear in mind as well that you will have to send us the fine by email so that LeasePlan has all the details. At LeasePlan we will manage the appeal up until the administrative procedure.



If you are fined, contact LeasePlan via **the Driver Helpline**.

# Technical Inspection of the Vehicle (the 'ITV')

As you surely already know, the authorities require that all vehicles pass the ITV at set intervals depending on their age. When the company is the legal owner of the vehicle, the company is responsible for passing the ITV.

In that case, the only costs your company will need to cover will be those for vehicle maintenance.

You can conveniently manage your appointment to pass the ITV through the **Online Office**.



With **LeasePlan's ITV service**, we provide our national network of ITV stations, so if your company has contracted this service, you will benefit from:

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Access to LeasePlan's priority ITV, by booking an appointment.

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You do not pay for the ITV because the cost is included in the lease fee.

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In addition, if your company has contracted the Pick Up and Drop Off service, you won't have to go anywhere.

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# Contract termination

## Returning the vehicle at the end of the contract.

The vehicle must be delivered to one of the locations designated by LeasePlan or, failing this, your company must agree a different location with LeasePlan.

The vehicle must be delivered in its original physical and mechanical condition, except for normal wear and tear.

You must also deliver all other elements that LeasePlan has provided, including:

- + Vehicle registration certificate
- + Technical Inspection of the Vehicle document (ITV)
- + Maintenance Log
- + Instruction Manual
- + Sets of keys
- + Insurance certificate
- + Premium receipt
- + Installed accessories

If any of the documents or materials provided by LeasePlan are lost, you must cover the cost of a replacement. When the vehicle is handed over at the LeasePlan delivery point, ensure that:

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The vehicle is clean inside and outside.

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The mileage and date/time are correct.

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Check your data is correct in the Return Report. Once reviewed, we will send you a copy by email.

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# LeasePlan

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