



LeasePlan

Driver's guide

Welcome to LeasePlan!

This guide contains information on the use of the car and our services, together with important contact information. LeasePlan takes care of all of your company's car matters and is happy to help you. Please contact us.

Have a pleasant journey!

If you lose your fuel card

If you lose your fuel card or if it is stolen, immediately contact the fuel company's on-call duty service. Also immediately notify LeasePlan of the matter, where possible, by calling +358 207 420 900 (Mon–Fri 8 a.m. – 4 p.m.)

To report any loss of cards, 24 hours a day, call:

Shell +358 20 443 2074

ABC +358 20 333

LeasePlan road assistance service 24h

By calling road assistance, you will receive assistance 24/7 from multilingual personnel who are well versed in handling car service issues. The service is available in Finland and abroad. Road assistance will help you regardless of what interrupted your trip. Road assistance helps you continue on your way, transporting the car to a repair shop and providing instructions on what you should do. You can also ask for the address of the nearest LeasePlan partner to ensure that your trip can continue.

LeasePlan road assistance service tel. +358 207 420 899

Servicing

All maintenance and repair services are carried out by partners selected by LeasePlan. Please read the car owner's manual and follow its instructions. Make a service appointment easily from our national booking number +358 207 420 999. With the same reservation we'll provide a replacement vehicle or pickup and delivery -service.

Technical problems

If you encounter a technical problem with your car or the car is damaged, please immediately book a repair time from our partner +358 207 420 900. They will invoice fault and damage repair costs directly from LeasePlan.

Tyres

The car-specific contract includes summer and winter tyre sets with rims. All work on tyres must be done by authorised make-specific repair shops chosen by LeasePlan:

Euromaster www.euromaster.fi

Vianor www.vianor.fi

RengasCenter www.rengascenter.fi

Rengasmarket www.rengasmarket.fi

When tyres need replacing, contact the partners listed above. The tyre shop will inspect the condition of the tyres and ask us for permission to invoice.

Tyre replacement limits

Summer and winter tyres (studded) 4 mm

All-season tyres 5 mm

Instructions for the repair shop

When you take your car in for maintenance, repairs, or to a tyre shop, remember to mention that it is a LeasePlan car.

Washing the car

For safety reasons and travel comfort, it is important to keep the car clean. We recommend that you wash the car 1–2 times per month, or more frequently, where necessary. Clean the car interior at least once per year and also remember to clean the wind-screen from the inside. Washing and interior cleaning is an additional service in our contracts, so please check your own company's practices with regard to using washing services.

LeasePlan's contact information:

LeasePlan Finland
P.O. Box 220, 02601 Espoo
Mon–Fri 8 a.m. – 4 p.m.
Tel. +358 207 420 900
www.leaseplan.com

Our partners in car washing and interior cleaning are:

Shell
ST1
ABC
Vianor

RengasCenter
Neste
Teboil

Washing and cleaning services are not available in all of our partner locations, so check the availability of the service from our website or directly from our partner.

Replacement cars

Always book a replacement car from a LeasePlan partner. Before booking a replacement car, check the possibility to use it from your company's car policy or by calling our customer service. Our car rental partners are:

Avis tel. +358 10 4362 200
Hertz tel. +358 40 306 2520

Incidents and damage repairs

Send a damage report to LeasePlan of all damage to your car immediately after the occurrence of the incident regardless of whether or not you are guilty of the accident. The easiest way to fill in the damage report is to use the electronic damage form available in the address www.leaseplan.fi. LeasePlan sends the damage report to the insurance company, so you need not submit a separate notification to the insurance company.

In the case of a serious accident, always call the emergency number and follow the instructions given by the emergency response centre. Always inform the police of the accident if:

- there has been a personal injury,
- there has been a collision with an elk or some other big animal,
- there is doubt about who is guilty of the accident.

The damage report should already be filled in at the site of the accident if another party is involved. Ask the other party to sign the damage report and also remember to write down witnesses' contact details. Fill in the electronic damage report afterwards and retain the original copy filled in at the site of the accident. If the other party is at fault, he/she should also submit a damage report to his/her insurance company.

The damaged car is repaired at LeasePlan's partner repair shop. Use the Service search to find the nearest repair shop. LeasePlan's incident service is available during office hours in the number +358 207 420 866, and LeasePlan's road assistance service is available 24/7.

Taking a car abroad

For taking the car abroad, you need a proxy and the technical part of the registration certificate. A new technical part is available at the inspection station free of charge. A copy of it is subject to a charge. A proxy is not needed in the Nordic countries. When travelling outside the Nordic countries, you can order the proxy using the form available on our website: Services for car users -> Forms.

You should also have a Green Card, i.e., the traffic insurance certificate, when taking the car abroad. Order the Green Card from the car's traffic insurance company. If you are travelling

outside of Europe, please contact LeasePlan's customer service to check the coverage of the insurance.

Technical inspections

The car should be technically inspected before returning it if the age of the car or the vehicle-specific contract is 35 months or more. Make sure your car is inspected on time, as uninspected cars are immediately banned from use.

The inspection fee is included in the contract. LeasePlan cars are inspected by A-Katsastus and K1-Katsastus that will invoice the inspection fee directly from LeasePlan. If you have already had the car inspected, you must have the inspection certificate in the car.

Returning the car at the end of the contract period

If LeasePlan is the owner of your car, return the car to the location indicated by LeasePlan at the end of the contract period. Please visit our website for more detailed instructions on returning the car. The car is checked when it is returned. We appreciate if you return the car clean, where possible. Please return the car with all scheduled maintenance procedures completed, in good repair and with a valid inspection certificate. When returning the car, remember to bring with you all the keys for the car and accessories delivered for it during the contract, such as the second set of tyres, the lead of the block heater, roof rack, etc.

If you are unable to return your car personally to the LeasePlan car return point, we can order transport for your car. You can find more detailed information on the transport order from our website www.leaseplan.com, My Leasecar -> Termination of the contract

As the user of the car, you are responsible for returning the car, and the contract on the car does not expire until LeasePlan has received the car with all of its accessories and in a condition that complies with the contract. If the owner of the car is not LeasePlan, you will get the return instructions from the owner.

Further information and instructions

You can find for further information on our services and more detailed instructions from

- the company-specific extranet service at www.leaseplanautot.fi, from:
- our website at www.leaseplan.com
- by calling our customer service, tel. +358 207 420 900

Download the LeasePlan mobile application

The application can be downloaded free of charge for all devices.



LeasePlan cars are always serviced and maintained by a LeasePlan partner. Y

