

Your Comprehensive Guide
for LeasePlan Services

Driver's Manual

A large, stylized graphic of the LeasePlan logo, consisting of three overlapping, rounded, wavy shapes in shades of orange and red, positioned behind the text.

LeasePlan



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Welcome to LeasePlan!

Congratulations for your new vehicle and thank you for choosing LeasePlan!

LeasePlan is a world leader in the Vehicle Leasing Industry and Corporate Fleet Management. Founded on 1963 in the Netherlands, it now operates in 33 countries, and manages more than 1.6 million vehicles through its customer accounts. It employs approximately 7.000 people worldwide.

LeasePlan started providing services in Greece in 2003, offering long-term leasing and fleet management services for large, medium and small enterprises and also for self-employed professionals and individual clients.

Our goal is to make the corporate fleet management and the drivers' transportation easier, through the best quality services and innovative solutions that fulfil the needs of our clients and drivers.



Picking up your vehicle

Before you pick up your vehicle, you and the dealer should sign the acceptance/delivery certificate.

Important!

- Please inspect your vehicle for any visible damage or defects
- Check all standard accessories and ensure you get familiar with the operation of features and functions such as the vehicle security system, the infotainment system, etc.
- Insist on a demonstration of the vehicle. If necessary, ask for a test drive

When picking up your vehicle, you will be given:

- The Driver's Manual including:
 - Basic instructions
 - Registration Papers
 - Receipt of road tax payment (under current legislation)
 - Roadside Assistance Badge
 - Insurance Policy. The insurance documents should always be in the vehicle and maintained in good condition
 - Accident statement report form
- Original keys
- Service & Maintenance Booklet
- Vehicle Owner's Manual
- Fire extinguisher, first aid kit, emergency triangle and other equipment
- Individual Agreement

This document shall be given to the employee designated by your company before collecting the vehicle and must always be kept in the vehicle, in order to be presented upon request by the road & traffic authorities. In case of loss thereof, please contact LeasePlan.

If the vehicle is to be used by other drivers as well, make sure all the above items are in the vehicle and the drivers' details are sent to LeasePlan.



Maintenance & Repair

You need to follow the manufacturer's maintenance instructions. The scheduled maintenance should be carried out without delay at the times specified in the **Service & Maintenance Booklet** or on the **display of your vehicle** where applicable.

Additionally, you should make the following checks at regular intervals (especially before a long trip):

- Oil level
- Tyre pressure and condition
- Coolant level
- Brake fluid level
- Proper condition and operation of lights

If the odometer operation fails, please contact LeasePlan immediately.

The cost of repairing damages caused by failure to comply with the above obligations and any fines imposed by such negligence, shall be borne by your company.

LeasePlan has designated selected workshops that are responsible for the maintenance and repair of your vehicle. Please contact LeasePlan regarding the relevant service network.

According to your agreement, LeasePlan is entitled to request the vehicle itself for inspection whenever deemed necessary.

Any costs arising from the following are not part of the maintenance and repair services:

- Use of spare parts not recommended by the manufacturer and LeasePlan
- Replacement of equipment fitted at customer's expense
- Paint repairs due to the installation of promotional materials
- Cleaning vehicle exterior or interior
- Loss of keys



MOT / Emissions Card

MOT	Period	Timetable
1st inspection	4 years after the date of the first registration	3 weeks before or 5 days after
Next Inspections	This certificate is valid for two years and then needs to be renewed	3 weeks before or 5 days after

Emissions Card	Period
1st Inspection	1 year after the date of the first registration
Next Inspections	Every year (except the year of MOT inspection)

Tyres

Tyre replacement is performed at the time intervals prescribed in your contract and only at the tyre service centres cooperating with LeasePlan.

For any tyre replacement or repair you should contact LeasePlan to make the necessary arrangements.

Tyre choice is at the discretion of LeasePlan, provided that they meet the manufacturer's Specifications.

The cost of repair or tyre replacement due to misuse of the vehicle, or premature wear, is not included in the service provided by LeasePlan.



Traveling Abroad

If you plan to travel abroad, **please contact LeasePlan one week before your departure** to arrange formalities (i.e. issuance of a Green Card, etc.) and be informed on insurance coverage, depending on the countries you intend to drive through and the final destination.

In case of an emergency vehicle repair while being abroad, you should contact LeasePlan, to receive the relevant approval and make all necessary arrangements.

You will need to pay for the repair costs and make sure that the invoice issued contains the following details:

Name : LeasePlan HELLAS S.A.
Address : 17 A. Papandreou str.
15124 Marousi, Athens, Greece
TRN : 999599948
Tax Office : SAs' Revenue Service of Athens

The repair amount of the invoice will be compensated by LeasePlan.



Accident & Theft

In the unfortunate event of an accident/damage to your vehicle, LeasePlan team is there to help you. Please call LeasePlan Drivers' Help Line on **+30 210 6100050**.

LeasePlan provides you with Accident Care service for a full event logging. It is also recommended to call the police so that the incident is officially recorded.

Otherwise, please note the following:

- Check whether there are persons injured. If this is the case, call 166
- Request a copy of your statement and the relevant accident report from the police
- If the driver who was involved in the accident is under the influence of alcohol, ask for the result of the breath analysis test.
- Make sure that the data of the involved drivers / vehicles and witnesses (driver's full name, identification card data, registration number, exact location and time of the accident) are recorded
- Avoid making any comments about who is responsible for the accident
- You should contact LeasePlan within 24 hours to advise you on **how to complete and send the accident statement report** (a relevant report form is provided at the end of this manual)

In case of theft, you should report the incident directly to the nearest **police station** and receive a copy of your statement. **Come personally to the offices of LeasePlan the soonest possible**, to complete the Identity Theft Statement in writing and return all vehicle keys.



Replacement Vehicle

Depending on the services opted by your company, a Replacement vehicle may be provided to you when your vehicle is in the workshop for service or damage repairs.

After the repairs are completed, the Replacement vehicle should be returned at the place it was collected.

Fuel costs are borne by the lessee company.

Any reservations and the receipt of Replacement vehicle are performed following a communication with LeasePlan.



Roadside Assistance

In the event of a vehicle breakdown or an accident, please **call our LeasePlan Drivers' Help Line on +30 210 6100050.**

If your vehicle cannot be repaired on the spot, it will be towed to the nearest authorized LeasePlan Designated workshop. This service may be offered abroad, in case of a breakdown and upon prior communication with LeasePlan.

Bringing you Back Home:

If your vehicle breaks down in Greece or abroad, you can call the Driver's Help Line on **+30 210 6100050** and get information about the expenses related to a hotel accommodation or your transportation back home (subject to a specific monetary threshold).



Returning your Vehicle – Contract Termination

The vehicle should be returned during business days (Monday through Friday from 9:00 to 16:00) to an authorized LeasePlan partner.

The return process is considered completed only after the vehicle return form has been signed.

In addition to describing the technical condition of the vehicle, this document, also includes the return date and the full mileage as recorded on the spot.

When a vehicle is delivered back to LeasePlan, please ensure that the following supporting documents and accompanying items are included:

- **Original Registration Documentation**
- **Vehicle license plates**
- **Receipt of payment of road tax (if applicable)**
- **Original insurance slip**
- **Vehicle Keys**
- **Maintenance**
- **Vehicle Owner's Manual**
- **MOT status report**
- **Fire extinguisher**
- **Emergency Triangle**
- **First aid kit**
- **Spare tyre (if applicable)**
- **Security bolt (if applicable)**
- **Tool kit & jack**

LeasePlan: **+30 210 6100050**

LeasePlan 24/7 - MyLeasePlan - LeasePlan mobile app - +30 210 6100050



User's responsibilities

Remember that the vehicle does not have Liability insurance coverage for damage repairs in the following cases:

- If the vehicle is driven under the influence of alcohol or barbiturates or any kind of drugs or any other not explicitly stated substance or by any third party not declared driver
- Undercarriage, tyre and rim damages, when they do not result from a collision with another vehicle
- While the insured vehicle is propelled by any force other than its own, or when it is pushed, or towing another vehicle unless this has been legally declared
- In case of the driver's intention, negligence, or mental disorder
- While the vehicle is in guarded or fenced areas (i.e. airports, camps) or at places designated for means of fixed track transport (i.e. trams) or bus lanes or off-road network
- If the vehicle is misused (i.e. racing, transportation of hazardous substances, Drivers' training)

In these cases the vehicle is not covered by any type of insurance, and therefore the LESSEE shall be responsible for any damage or destruction to third parties or the leased vehicle.

Please observe the following:

- You should comply with the traffic regulations. If a fine is imposed (road traffic police, municipal police), you should immediately arrange for the payment of the relevant amount and promptly send a copy of the relevant ticket payment slip to LeasePlan
- In case of loss of documents or of a key, please inform immediately LeasePlan

You are not allowed to carry out any modification or addition to the vehicle without the written approval of LeasePlan.



Contact Info

Contact Information

Driver's Help Line (24 hours): +30 210 6100050

Fax: +30 210 6825665

e-mail: driver@leaseplan.gr, accidentreport@leaseplan.gr

website: www.leaseplan.gr

Online Customer Service

MyLeasePlan

Discover the updated MyLeasePlan! At your services 24/7!

MyLeasePlan offers LeasePlan drivers the opportunity to:

- Contact LeasePlan
- Stay informed about their leased car
- Manage their personal profile
- Update mileage
- Request a service and get relevant information
- Request tyres' change and get relevant information
- Learn about MOT/Fume Card scheduling and service points
- Request a green card
- View the list of Glass Repair service points
- Learn how to manage and report a Breakdown
- Learn how to manage and report an Accident/Theft
- Get information about Road Assistance
- Get information about Car Return process
- Access useful documents.

LeasePlan mobile app

LeasePlan on my (smart) phone, with no phone calls.

Our brand new mobile app LeasePlan is at your disposal. We are able to perceive every single new need that you have and offer the ideal solution. This time, we created for you this absolutely useful app in its friendliest version. Download it now from the App Store (iPhone, iPad), Google Play or the Windows Phone Store by typing: **LeasePlan**.



Your Opinion Counts

LeasePlan pursues continuous improvement with the services provided.

Our aim is to:

- listen carefully to our Customers and Drivers and take their opinion seriously
- respond promptly and effectively to any question
- find the right solutions for each customer
- communicate in a simple and straightforward manner
- provide objective information

Help us improve our services. Share with us your opinion, your comments, even your complaints by filling out the form you will find on our website www.leaseplan.gr, in the YOUR OPINION section, or by calling us directly at the Driver's Help Line on +30 210 6100050.

Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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Vehicle Docs & Accident Statement Report Forms

LeasePlan

What's next?

LeasePlan Hellas S.A.

Athens:

17 A. Papandreou str.

15124 | Marousi

Tel: +30210 6898760-3

Fax: +30210 6825665

Thessaloniki:

5 Agiou Georgiou str.

57001 | Pilea, Thessaloniki

Tel: +302310 365448

