

Driver's Manual

For a safer and comfortable
driving experience

LeasePlan

What's next?

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Welcome to LeasePlan

This manual will help you make the most out of your vehicle. Please follow the instructions and if you have any questions, contact the Driver's Support Line (800 20 42 98) where you will be advised how to proceed.

Keep this manual in a safe place, so that it is always in good condition, along with all the documents for your new vehicle. That way, everything you need will always be at hand.



Documents that should be kept with your vehicle

Vehicle Registration Certificate

or, temporarily, the customs declaration.

Green Card

(with insurance disc affixed) or, temporarily, proof of valid insurance.

Individual Contract

Two copies, only for light goods vehicles.

Maintenance Log

service / manufacturer's guarantee.

Accident Statement.



For a safer, more comfortable driving experience

Always Respect

- > The Rules of the Road.
- > Car passenger and weight limits.

Check

- > They tyre pressure and their general condition.
- > The oil and water levels regularly.

Follow*

- > The manufacturer's maintenance plan.

*If you don't follow the maintenance schedule, you could void any manufacturer guarantees or co-payments.

General Procedures for Use

Includes

- > Servicing.
- > Oil changes as provided for by the manufacturer.
- > Correcting all the levels, even when not provided for by the manufacturer.
- > Tyres, when contracted.
- > Repairs arising from normal vehicle wear and tear.
- > Maintenance and replacement of alarms, car radios and other accessories (provided these are in accordance with the contract).

Excludes

- > Oil changes not provided by the manufacturer.
- > Washing, polishing and cleaning upholstery, mats or carpets.
- > Repairs following accidents, collision, theft or fire not covered by the insurance.



Vehicle
maintenance



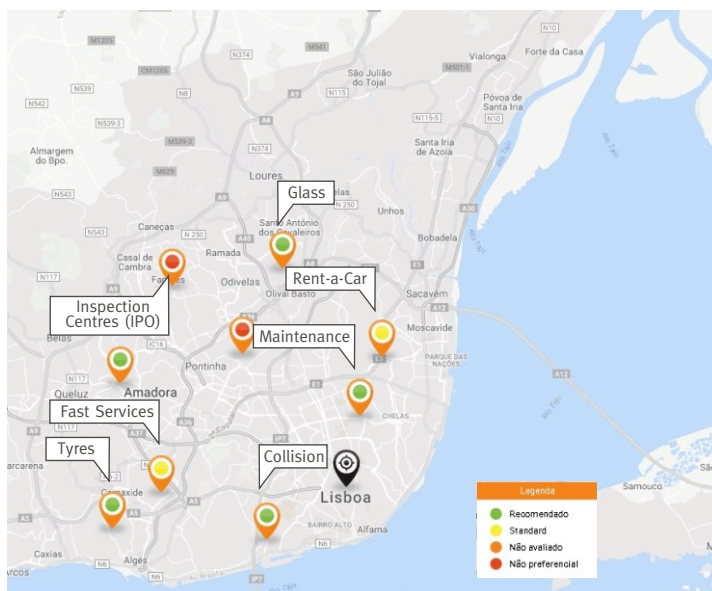
Maintenance: hassle free

In order to schedule servicing without any fuss, LeasePlan has an Oficina Fácil platform, available any time and any place. Using this platform, LeasePlan Drivers can easily check the network of suppliers and quickly schedule maintenance and vehicle replacement (if contracted). Just select the date and time you want (from the dates available).

You can access the platform directly at www.oficinafacil.leaseplan.pt and enter the service you are looking for, the make of your car and where you are so that the suppliers closest to you can be presented immediately.



Schedule your servicing online at www.oficinafacil.leaseplan.pt



What should I do if...

Servicing

1. Schedule your servicing at Oficina Fácil (www.oficinafacil.leaseplan.pt) or you can contact LeasePlan at 800 20 42 98

1.1.If you are outside of the country, contact LeasePlan at +351 21 446 88 94.

2. If contracted, check the Oficina Fácil platform (www.oficinafacil.leaseplan.pt) for the provision of a replacement vehicle. Alternatively, contact LeasePlan at 800 20 42 98.

3. After scheduling with LeasePlan, go to the garage and identify yourself as a LeasePlan Driver.

4. Make sure the servicing is recorded on your car's servicing log.

Repairs

1. Contact LeasePlan at the Driver's Support Line - 800 20 42 98.

2. If contracted, contact LeasePlan for a replacement vehicle.

Fast services

1.For filling up, oil, coolant, adblue, brake pads, bulbs, windscreen wipers,... check the "Fast Services" available on the Oficina Fácil platform (www.oficinafacil.leaseplan.pt). Alternatively, contact LeasePlan at 800 20 42 98.

2.Go to the selected supplier and identify yourself as a LeasePlan Driver.

Accident

Always fill in the Accident Statement.

A.With insurance contracted by LeasePlan

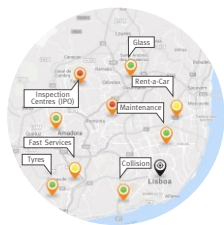
1.If the vehicle is immobilised, contact the Driver's Support Line at 800 20 42 98 in Portugal, or at 351 21 440 09 10 from abroad, for Roadside Assistance and a replacement vehicle.

2.Send the declaration by e-mail to sinistros@leaseplan.com or by fax to: 21 446 10 47

B.With insurance contracted elsewhere

1.Contact your insurance company's Roadside Assistance service.

2.If this service doesn't exist, contact the Driver's Support Line at 800 20 42 98 in Portugal, or at 351 21 440 09 10 from abroad. The resulting costs will be debited.



Use the Oficina Fácil platform

Breakdown

If your car is immobilised or if a warning light comes on and the instruction manual advises immobilisation:

1. With insurance contracted by LeasePlan, contact the Driver's Support Line at 800 20 42 98 in Portugal or at 351 21 440 09 10 from abroad, to receive Roadside Assistance and a replacement vehicle, if contracted.
2. With insurance contracted from a different company, contact your insurance company's Roadside Assistance service.
3. If this service doesn't exist, contact the Driver's Support Line at 800 20 42 98 in Portugal. The resulting costs will be debited.

If an emergency repair is needed and you can't use a partner on the LeasePlan network:

1. Contact the Driver's Support Line at 800 20 42 98 for further clarification before proceeding with any repair at your own expense.

Vehicle Robbery / Theft

1. If the vehicle is immobilised, contact the Driver's Support Line at 800 20 42 98 in Portugal, or at 351 21 440 09 10 from abroad, for Roadside Assistance and a replacement vehicle.
2. Mandatory completion of the Accident Statement and e-mailing it to sinistros@leaseplan.com or sending it by fax to: 21 446 10 47
3. In cases of robbery or theft, a report should be made to the authorities and an official report obtained. This must always be sent with the Accident Statement.



Glass Breakage

Always fill in the Accident Statement

With insurance contracted from LeasePlan Check the Oficina Fácil platform (www.oficinafacil.leaseplan.pt) and go to the glass supplier most convenient for you. Alternatively, contact the Driver's Support Line (800 20 42 98).

Hand in the Accident Statement at the garage where your vehicle is going to be repaired.

With insurance contracted elsewhere Contact your insurer.

LeasePlan Drivers have access to a vast network of partners specialising in glass repair/replacement, including a mobile service.

Check your tyre pressure regularly.

Have the steering aligned whenever necessary.

Changing Tyres, Steering Alignment, Wheel Balancing

1. Check the Oficina Fácil platform (www.oficinafacil.leaseplan.pt) and select the supplier most convenient for you. Alternatively, contact the Driver's Support Line (800 20 42 98).

2. Go to the garage and identify yourself as a LeasePlan Driver.

Exchange the front and rear tyres so that there is even wear and tear and don't forget to use the spare tyre.

Replacement Vehicle

If contracted, when the driver needs a replacement vehicle, he/she should contact LeasePlan via the Driver's Support Line at 800 20 42 98 in Portugal, or at 351 21 440 09 10 from abroad, and make the reservation. Whenever the vehicle is not immobilised, the reservation should be made at least 2 business days in advance.

The replacement vehicle is provided according to the service level chosen by the customer, taking the following levels into account:

Normal:

Pick-up and return of the vehicle at the rent-a-car office.

VIP:

Delivery and pick-up of the vehicle at the garage. In this case, once the vehicle has been returned, the driver must inform LeasePlan, via the Driver's Support Line that the vehicle is ready to be picked up from the garage. Non-compliance with this condition will imply additional costs that will then be billed to the customer.

Important Notes:

When picking up the replacement vehicle, the driver must have the following documents:

Driving Licence, Tax Number and Citizen's Card.

When the VIP service is contracted, LeasePlan will deliver the replacement vehicle provided this service has been requested specifically at the time of reservation, at least 2 business days in advance. Note that this service is dependent on the compatibility of the geographic location of the repair garage and rent-a-car.

Whenever a replacement vehicle is delivered in a garage and the fuel level and possible damage to the vehicle have not been confirmed with the supplier, LeasePlan is not responsible for any costs arising from the use of this service.

Compulsory Vehicle Inspection

It is up to the driver to take the car for the compulsory vehicle inspections. Check the Oficina Fácil platform (oficinafacil.leaseplan.pt) or, alternatively, contact the Free Driver's Support Line (800 20 42 98). Go to the selected Inspection Centre and identify yourself as a LeasePlan Driver.

The vehicle inspection must be carried out by the registration date. It can also be done in the 3 months before that date and according to the following rules:

- Light passenger vehicles:
4 years after the registration date - After the 1st inspection, this process is repeated every 2 years until the vehicle is 8 years old and then annually after that.
- Light goods vehicles:
2 years after the registration date - After the 1st inspection, this process is repeated annually.



Returning the Car

There are two options available to the customer and/or driver for returning the vehicle at the end of the rental contract. To find out how to proceed, check the instructions on the "Returning your car" page at leaseplan.pt.

When you return your vehicle, it must be accompanied by the following items and documents, otherwise it may not be accepted:

- Vehicle Registration Certificate (VRC)
- Original car keys
- Compulsory Vehicle Inspection Certificate (approved)

Note: When the vehicle is returned it must be clean enough to allow its state of repair to be checked.



Tips for use



Use your vehicle carefully, respecting the maintenance intervals and the Fair Wear & Tear rules

- Regardless of the warning systems the vehicle may have, you must check oil and water levels regularly. The warning systems are not effective in every situation, so the only way to be 100% sure of the levels is by checking the engine. This check is your responsibility.
- Regardless of the frequency provided for by the manufacture, there may be a need to correct the oil levels at any time when the vehicle is being used. Any corrections to be made will be paid for by LeasePlan.
- LeasePlan does not accept responsibility for any breakdown arising from insufficient levels of oil or water.

Fair Wear & Tear rules

When you reach the end of your contract, ensure that returning your vehicle won't bring unforeseen costs. Find out now which damage is considered acceptable and which is not according to the LeasePlan Fair Wear & Tear rules.

See the Fair Wear & Tear Manuals (passenger or goods vehicles) on the "Returning your car" page at leaseplan.pt, and use the Info-Card you will find on the cover of the Welcome Kit to help you identify the damage LeasePlan considers acceptable. The cut-out circle and the ruler at the side will help you assess any dents or scratches.

Benefits for drivers





"Returning your car" at leaseplan.pt

In order to facilitate your understanding of the process for returning vehicles at the end of the contract, LeasePlan has developed the "Returning your car" page, available at leaseplan.pt. Here you will find all the information you need regarding:

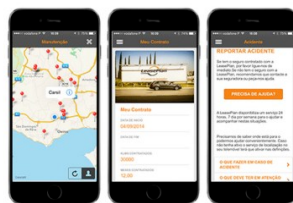
- Methods and places for returning your vehicle
- State of repair of the vehicle
- Damage assessment
- LeasePlan Protection Solutions

This new space also has useful tips, videos and tutorials aimed at facilitating the entire process for returning vehicles!

LeasePlan Facebook

LeasePlan's Facebook page has daily messages with information on new services, exclusive benefits and useful tips. LeasePlan intends to use this page to establish a direct dialogue with its drivers, in order to encourage content sharing and, at the same time, support them in their day-to-day routines.

Visit us at
www.facebook.com/leaseplan.pt



LeasePlan Mobile App for Drivers

In order to improve its Drivers' experience, LeasePlan has a mobile app that allows you to call LeasePlan's assistance services directly, from anywhere, 24 hours a day and 7 days a week, in the event of an accident, glass breakage or if you require Roadside Assistance.

The Drivers' App also has:

- the Oficina Fácil platform, so that you can see the assistance points and partners that are closest to where your vehicle is
- Information on the vehicle, including the history of work done on the vehicle
- Relevant information for returning the vehicle at the end of the contract
- And much more!

Drive Magazine

Offering an interactive experience, Drive provides all its readers with relevant content regarding the mobility sector, through reports, interviews and other notes. In addition to the paper edition, Drive is also available on its own site, so you can enjoy it on your mobile phone or tablet.

Visit us at www.drive.leaseplan.pt.

Filling in the Accident Statement



- When you have an accident with a vehicle, you must always fill in the Accident Statement.
- This form must always be filled in completely and signed by the parties involved, at the scene of the accident.
- Only one form (in duplicate) should be used for a collision between two vehicles, two forms for a collision between three vehicles, and so on.
- Each party involved keeps a copy of the Accident Statement and the number of crosses on the Accident Statement must be indicated in the space set aside for this.
- After it has been filled in (on the back also), the parties involved sign the Accident Statement, which should then be sent, as soon as possible, by fax to 21 446 10 47 or e-mailed to: sinistros@leaseplan.com.

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Towing Service

If the vehicle is immobilised, contact the "Roadside Assistance" service at 800 20 42 98. If you're abroad, call 351 21 440 09 10.

Never accept or request a towing service that is not indicated by the party providing the "Roadside Assistance" coverage service contracted from LeasePlan.

⊗ - Required fields.

Important Note: Non-compliance with these recommendations could compromise and/or delay loss adjustment and complicate the establishment of responsibility.

DECLARAÇÃO AMIGÁVEL DE ACIDENTE AUTOMÓVEL

Esta declaração estabelece a responsabilidade sobre o conteúdo das declarações de identificação dos intervenientes, com vista a obter o regulamento de indemnização de seguros de acidentes.

Deve OBRIGATORIAMENTE ser assinada pelos DONS condutores!

1. DATA do acidente: _____ 2. LOCAL (Estado, rua, localidade e código): _____ 3. Hora PERÍODOS: _____

4. Haver DANOS MATERIAIS aos veículos A e B? ☐ Sim ☐ Não 5. TESTEMUNHAS: _____

VEÍCULO A

6. SEGURADO (ver documento de seguro): _____

7. VEÍCULO (ver documento de seguro): _____

8. COMPANHIA DE SEGUROS: _____

9. CONDUCTOR (ver tempo de condução): _____

10. Insua a que lado do veículo se encontra o veículo A? ☐ Direita ☐ Esquerda

11. DANOS VISÍVEIS: _____

12. CIRCUNSTÂNCIAS DO ACIDENTE: _____

13. ESQUEMA DO ACIDENTE: _____

14. OBSERVAÇÕES: _____

15. ASSINATURA DOS CONDUTORES: _____

Deve ser preenchido e assinado pelo SEGURADO e enviado à sua companhia, com urgência, não prazo inferior a 8 dias.

1. SEGURADO: _____

2. CONDUCTOR: _____

3. DESCRIÇÃO PORMENORIZADA DO ACIDENTE: _____

4. IDENTIFICAÇÃO DE OUTRAS TESTEMUNHAS: _____

5. Em que sentido se foi a colisão apanal? ☐ Direita ☐ Esquerda

6. Foi levantada outra parte materializada? ☐ Sim ☐ Não

7. DANOS REFERENTES AOS VEÍCULOS: _____

8. OUTROS DANOS MATERIAIS ALEM DOS CAUSADOS AOS VEÍCULOS A e B: _____

9. PERÍODOS: _____

10. O condutor do outro veículo, bem como o proprietário dos bens atingidos, se parente ☐ não ☐ empregado ☐ mandante de trabalho ou do condutor do veículo segurado? ☐ Não ☐ Sim

11. LOCAL E DATA DESTA PARTICIPAÇÃO: _____

12. ASSINATURA DO SEGURADO: _____

What to do in the event of an accident

- Stay calm
- Identify possible witnesses and get their details (name, address, telephone number, etc.) and tell the police so that they will be on the "Official Report".
- Always call the police when: People are injured or dead; The driver of the other vehicle doesn't have valid insurance or refuses to produce his/her driving licence and/or other necessary documents; The driver of the other vehicle shows signs of excess alcohol or is under the effects of drugs; Whenever there is a difference of opinion about the accident; If the other driver refuses to fill in and sign the Accident Statement.
- Take note of the identification of the police officer intervening (name, station, etc);
- Do not move the vehicles involved in the accident if the police have been called.

For further clarification, please contact the Driver's Support Line at 800 20 42 98. If you are abroad, call +351 21 440 09 10.

Drive-In technical collision service

LeasePlan, in partnership with its insurer, LeasePlan Insurance, offers its customers an innovative technical car service associated with the insurance.

This service, called Drive-In Technical Service, consists of providing LeasePlan customers with an expert investigator at a collision centre in Lisbon or Porto, offering total flexibility in scheduling the inspection (business days from 8:30 am to 11:30 am).



For further information on this service, call the **Driver's Support Line at 800 20 42 98.**



Customers can go to the Drive-In Technical Service centres and wait around 30 minutes for the inspection to be done, thus avoiding the traditional immobilisation of the vehicle for a full day and the inconvenience this causes to drivers.



LeasePlan Contacts

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Free Driver's Support Line

800 20 42 98

Available 24 hours a day,
365 days a year
When abroad, call: +351 21 440 09 10

condutor@leaseplan.com
leaseplan.pt

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Useful contacts

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Emergency 112

Information 1820

Brisa 808 508 508

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LeasePlan

LeasePlan Portugal
Lagoas Park - Edifício 6 • 2740-244 Porto Salvo

Edifício Burgo, Avenida da Boavista,
1837 - 7.º andar - sala 7.1 • 4100-133 Porto

servico.cliente@leaseplan.com
Customer support: 707 20 20 20

leaseplan.pt