



Optimum mobility with LeasePlan.

Quick Guide



Welcome to the No. 1 in fleet management.

- It's a pleasure to have on board with LeasePlan. To simplify the handling of your company car, we have summarized the most important points on the following slides.



- You will receive a Driver's Manual containing all the important information you need. Please take the time to read this manual properly and then keep it in the glove compartment of your vehicle.
- The Driver's Manual also contains
 - European accident report
 - LeasePlan claims form
 - List of tire partners
 - List of bodywork partners
 - All important telephone numbers
 - Refund form
- Download at: www.leaseplan.ch

Just a phonecall away 24 hours a day.

- ▶ In case of a breakdown, accident or any other problem, simply call LeasePlan's 24-hour assistance number.
- ▶ LeasePlan 24-h assistance national:
0800 845 625
- ▶ LeasePlan 24-h assistance international:
+41 44 746 64 77

Your Travel Card – one card for everything.



The LeasePlan Travel Card serves you as your means of identification for cashless payment for the following services:

- ▶ Service and maintenance work at the dealership of your choice of the respective vehicle manufacturer
- ▶ Tyre services at a LeasePlan (Switzerland) AG partner.
- ▶ In case of damage to the vehicle, repair work at a LeasePlan (Switzerland) AG bodywork partner.
- ▶ Refuelling (depending on the contract)
- ▶ Vignette (Highway Fee Sticker) (depending on the contract)

The Travel Card is a credit card with PIN code.

- ▶ The card and code must therefore be kept separate at all times.
- ▶ If your card is lost or stolen, immediately have your card blocked and notify the police.

Refuelling.



- ▶ Always use the right kind of fuel when refuelling your vehicle.
- ▶ At the filling station, enter the number of km driven into the system before refuelling.
- ▶ Always pay with your Travel Card when refuelling.

Repairs and servicing. New tires and tire changes.



- ▶ You can use your Travel Card to have any necessary repairs and maintenance done at the dealership of your choice on behalf of LeasePlan (Switzerland) AG. This does not include bodywork and glass damage.



- ▶ Any new tires and tire changes must be taken care of by LeasePlan's partners.
- ▶ Please note that only approved tires in the right dimensions may be used on LeasePlan vehicles.
- ▶ You can pay for this with your Travel Card.
- ▶ You will find a list of LeasePlan's tire partners inside the cover of the manual or at www.leaseplan.ch.

Bodywork and glass damage.



- ▶ Bodywork and glass damage must be repaired by our LeasePlan bodywork partners.
- ▶ LeasePlan's insurance department will place the necessary repair orders and take care of all the organizational and administrative work required.
- ▶ You will find a list of LeasePlan's bodywork partners inside the cover of the manual or at www.leaseplan.ch

Breakdowns.



- ▶ In case of a breakdown, you can request assistance by calling the LeasePlan assistance number, national or international – 24 hours a day.

Accidents.



- ▶ In the event of an insurance claim, please call the LeasePlan 24-h assistance number and send us a completed European accident report (both sides!) or a LeasePlan claims form.
- ▶ Describe in detail what happened in writing, providing all the details of the parties involved and any witnesses.
Important:
Make sure the report is signed by the driver(s) involved in the accident.

Theft. Loss of documents.



- ▶ The theft of a vehicle in Switzerland must be reported immediately at the nearest police station in person and LeasePlan notified (by calling the LeasePlan 24-h assistance number).
- ▶ The theft of a vehicle abroad must be reported both locally and to the (cantonal) police in Switzerland.



- ▶ If you lose your vehicle registration card, please report this immediately to the relevant cantonal authorities. Please also request a replacement card at the same time.
- ▶ If you lose your vehicle documents, please contact LeasePlan Switzerland's customer service department.

Vehicle return.



- ▶ Vehicles must be returned in the same condition that they were first delivered to you.
- ▶ For further details, please refer to the Driver's Manual.