

LeasePlan InfoCard 2009

In this InfoCard you will find practical tips and rules governing the use of your lease car. Specific agreements made with your employer can form exceptions or additions to the contents of this InfoCard. We hope you enjoy driving your lease car and wish you many safe journeys!

Your LeasePlan car

www.leaseplan.nl → Your lease car

On our international website under 'Your lease car', you will find useful and up-to-date information. You can download forms, enter fuel expense statements, report damage involving only one car, pass on changes of address, look at financial tips and read the assistance regulations.

LeasePlan Driver Contact Center +31(0)36 527 2727

The LeasePlan Driver Contact Center is the primary contact point for all LeasePlan drivers.

You can call us during opening hours (Mon to Fri: 8 am to 5.30 pm) for:

- Damage report or questions relating to damage
- Questions about maintenance or the periodic motor vehicle test (abbreviated APK in Dutch)
- Problems with your fuel card or to request a new fuel card
- Authorisation for a parking permit or to drive abroad
- An appointment for maintenance, repairs or a tyre change

For emergency assistance concerning a breakdown or damage, the LeasePlan Driver Contact Center is available 24 hours a day, seven days a week.

Tips for daily use

- Periodically check the tyre pressure, the oil level and the level of other fluids
- Make sure you fill up with the correct fuel
- Have the vehicle's periodic services carried out in time
- Have the periodic motor vehicle test carried out in time
- Keep the car clean; this prevents corrosion of the paintwork

Winter tyres

Do you want to drive safely in the winter? Discuss with your employer whether you can have winter tyres fitted. Your employer can include winter tyres in the lease contract.

Driving economically

Save fuel and limit your CO₂ emissions with the New Driving Style.

- Change to a higher gear as quickly as possible
- Drive at a constant speed
- Anticipate traffic movements
- Gradually reduce speed by using the motor to brake your motion
- Check tyre pressure regularly

What is permissible with your lease car?

Before driving off in your lease car, it is useful to read the instruction booklet from the manufacturer thoroughly and follow the instructions. This is important for the lifespan of your car, for your safety and driving pleasure!

You are permitted to do everything with your lease car that does not cause damage or incur additional costs, does not endanger other people and follows the laws of the road and the land. For example:

- Treasure hunts and tours in which speed and duration are not primary concerns, if the treasure hunts take place within the Netherlands and last less than 24 hours
- Towing trailers and caravans that meet the legal regulations
- It is permissible to allow other drivers to drive your lease car, for example family members or colleagues, provided that your employer has given explicit approval for this. Of course the driver must be in the possession of a driving licence that is valid in the Netherlands

You may not use your car:

- in countries not stated on the international motor insurance certificate
- other than as specified in the manufacturer's guidelines
- for races in which speed is an important element
- if the driver is not in the possession of a valid driving licence
- if the driver is under the influence of alcohol or other drugs which can affect his/her ability to drive

Fines

The fines that LeasePlan receives will be immediately forwarded to you with the request to pay them yourself. In the event that you do not do this in time, or not fully, and we then receive a reminder, we will pay the fine and pass it on to your employer including administrative costs. Municipal fines, such as parking fines, are immediately paid by LeasePlan to prevent an increase in the amount due to a short payment term. Since the fine is paid by LeasePlan, the amount will be passed on including administrative costs. You are free to pay such fines immediately on the spot if this is possible in the municipality concerned.

Filling up

With a Travelcard or MultiTank Card you can fill up at any petrol station in the Netherlands. If the 'DKV' service is available, recognisable by the 'DKV' logo, you can also use it abroad. For payment in the Netherlands, please use the magnetic strip marked 'for use in the Netherlands'.

NB: in combination with a PIN code, the card is worth money! Therefore, always keep these two items separate. You or your employer will pay the associated costs for improper use. Loss or theft must be reported immediately to the police and to LeasePlan.

Tips:

Local petrol stations

Try to avoid filling up at the stations along the motorway as their prices are generally much higher than average. Stations without personnel often have lower prices.

Wrong type of fuel

Often, petrol is pumped into a diesel engine. There is a great risk that the engine will be seriously damaged. If this happens to you, do not try to start the car but call the LeasePlan Driver Contact Center as soon as possible.

Abroad

When driving abroad you must have an international driving licence: the international motor insurance certificate. It may be possible to declare costs incurred for small repairs abroad (headlamps, rear lights, antenna) upon your return. If your car is registered in LeasePlan's name and you drive your lease car across the border, you will need an authorisation form. You received one as part of the driver's folder.

NB: you can only call on our emergency assistance abroad if you have option 2 or 3 on your fuel or service card (see under Assistance).

Caravan and trailer

Damage to third parties caused by the caravan/trailer you are towing is covered for free with the third-party liability cover in your car insurance policy.

NB: damage to the trailer or caravan or its contents/stock is not insured by us! We recommend that you arrange that insurance yourself.

Assistance

In the unlikely event of your lease car breaking down, please contact the LeasePlan Driver Contact Center at +31(0)36 527 2727.

The form of assistance chosen by your employer is listed on your fuel and service card:

Option 1: key and towing assistance in the Netherlands, including your address of residence;

Option 2: key and towing assistance in the Netherlands and abroad and eligibility for a replacement car when abroad (rental class B) if your car cannot be repaired the same day;

Option 3: key and towing assistance in the Netherlands and abroad, eligibility for a replacement car when abroad (rental class D) if your car cannot be repaired the same day and reimbursement (limited) of hotel and other costs.

Check www.leaseplan.nl for full details of all our assistance packages. Is there no option number on your card? Then your employer has arranged another form of assistance. Please contact your fleet manager. Any costs incurred by LeasePlan will be charged to your employer including a surcharge.

Damage

- report all damage as soon as possible (by the latest on the next working day) to the LeasePlan Driver Contact Center
- always fill in the European Accident Statement, and remember to complete the back as well;
- make a copy of the completed form before sending it to us (LeasePlan Damage Department, Freepost 1353, 1300 VE Almere Stad);
- LeasePlan will inform you where you can have the car repaired.

Please call the LeasePlan Driver Contact Center for damage to windscreens, damage incurred abroad and during parking (the Guarantee Fund for Motorised Vehicles gives you the possibility to claim damage caused by an unknown vehicle).

For damage involving only one vehicle (no adversary in other words), you can take care of the entire damage report process at www.leaseplan.nl if you are insured at Euro Insurances Ltd. (see your international motor insurance certificate).

Theft

In the unlikely event that your car is stolen, report this theft within one hour to the LeasePlan Driver Contact Center. Then immediately report the theft to the police. Send a copy of the police report to LeasePlan, citing the damage number you received from LeasePlan.

Burglary

In the event of a burglary you must report this to the local police or if possible via www.politie.nl/aangifte. Then send the following to LeasePlan:

- 'notice of report';
- a fully completed and signed European Accident Statement;
- the sales receipts for any stolen private accessories;
- if applicable, the detachable section of the stolen radio.

Rental car

If you cannot use your lease car for a period of time, we will ensure your mobility by means of a replacement car. Ask your fleet manager what the conditions are for requesting this option from us.

NB: you are responsible for cancelling the rental car immediately at the rental car agency once you are finished with it. You will be given a cancellation code as confirmation. If the car is not cancelled, we shall be forced to pass on any additional charges.

Maintenance, repairs or a tyre change

Would you like to make an appointment for maintenance, repairs or a tyre change? This is very easy via www.leaseplan.nl/afspreekplanner. You select a local supplier yourself. You can also make an appointment via the LeasePlan Driver Contact Center. Bear in mind that not all our suppliers are authorised to carry out all services with regard to your lease car.

Returning your lease car

We advise you to return the car to one of the return addresses approved by LeasePlan. You can find a complete overview on www.leaseplan.nl/inleverenleaseauto. Together with an employee of the location concerned you fill in a collection form on the spot, which you both sign.

You can also return your car to the dealer where you pick up your new lease car. However, in this case there is no possibility to sign for the condition of the returned car and the condition of the car can only be determined after it has been returned to LeasePlan Occasions in Raamsdonksveer. Any possible damage that may occur in the meantime may be for your account.

Would you like to buy your lease car?

You know the history of your lease car better than anyone and you also know how well the car drives and how reliable it is. Would you like to buy your lease car at the end of the contract period or do you want that a family member, friend or colleague has the pleasure of getting your lease car at an attractive price? If your employer permits this, we would like to make you a proposal to buy the car. LeasePlan Occasions looks after the selling of cars for which the lease contract has terminated.

More information can be found on www.leaseplan.nl/occasions or via (036) 527 10 06.

Please do not forget:

- To return the car without damage! In the event that there is damage to your car that has not been reported yet, please report this as soon as possible to our Driver Contact Center. Any possible costs for repairing damage that was not previously reported will be passed on to your employer.
- The car should be clean. Your employer will be charged for any cleaning costs.
- To cut up your fuel card and throw it away. Never surrender the fuel card with the car and never give it to someone else, to prevent fraudulent use. You will be given a new fuel card with your new LeasePlan car.
- All keys (including master key and code card).
- International motor insurance certificate, car's maintenance manual and instruction booklet.
- You must return the summer tyres with the car.

NB: other agreements may have been made with your employer about returning the lease car. Temporary cars (car pool cars) may have to be returned to a location specified by the employer, for example. Please contact your fleet manager about this.

If you have returned your lease car and did not receive another LeasePlan car as a trade in, you can ask us for a no-claim certificate.

Contact

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