

LEASYS

WELCOME TO LEASYS

MY DRIVER GUIDE

All the necessary information
on my Leasys car leasing



FIRST customer service: (+352) 40 44 11 11



Roadside assistance: (+352) 40 71 40



My-Leasys application

FIRST CUSTOMER SERVICE

Do you have a question or an emergency? Contact FIRST, the direct line for Leasys drivers.

You can contact us Monday to Friday from 8 a.m. to 5 p.m.:

- By telephone on **(+352) 40 44 11 11**
- By email at first@leaseplan.lu

If your car has broken down, your first reflex should be to call our roadside assistance service on **(+352) 40 71 40** (24/7) to arrange a breakdown service as quickly as possible.



Save our FIRST customer service number
(+352) 40 44 11 11 to your mobile phone.

We would like to know what you think about our services

Send us your feedback via our [website](#), the **My-Leasys** app or by email to first@leaseplan.lu.

ROADSIDE ASSISTANCE

Do you need immediate roadside assistance? If you are unable to continue driving your vehicle (breakdown, flat tyre or accident) or if you are unsure about your safety, please contact Leasys roadside assistance on (+352) 40 71 40.

You should also call that number in the event of fire, theft, vandalism or a flat tyre.

If your car cannot be driven and you cannot get it repaired where it is, you will be offered a courtesy car via our roadside assistance service to ensure your mobility as quickly as possible. This car will be available for up to 5 days. After that, Leasys will take over with its fleet of short-term vehicles.



After any accident or breakdown in Europe,
call our roadside assistance service (24/7) on
(+352) 40 71 40 .

If any bodywork needs to be carried out by one of our preferred suppliers, Leasys will provide you with a category B courtesy car, free of charge.

Any expenses that you will have incurred will be reimbursed by Leasys according to the terms provided for by the assistance service. However, expenses incurred due to the use of an alternative breakdown service will not be reimbursed.

ACCIDENTS AND CLAIMS

You must notify us of any damage to the vehicle, no matter how slight, within 24 hours.

1. Safety first

Make sure that you are not injured, stay safe and contact the police and/or emergency services, if necessary.

2. Contact our roadside assistance service: (+352) 40 71 40

If your car will not start, contact our roadside assistance service on (+352) 40 71 40.

3. Report your claim to Leasys within 24 hours

Fill in the accident declaration form using the **My-Leasys** application or via our [website](#). If a third party is involved, send us also your **European accident notification** form.

Leasys will direct you to a partner garage and provide you with a **courtesy car**, free of charge, while your car is being repaired!

4. Take photos

If it is safe to do so, take photos of any other vehicles involved and the location of the accident. Did you know that good quality photos can speed up the repair of your car?

If your car has been damaged in different accidents, it is important to know that **each incident will be treated individually as a claim**. Don't allow damage to accumulate without reporting it.

If provided for in your contract, you benefit from a complete insurance cover: civil liability, legal protection, driver and passenger cover, "Casco" damage to vehicle and claims management. Check the information given in your leasing offer and the amount of any claims compensation.

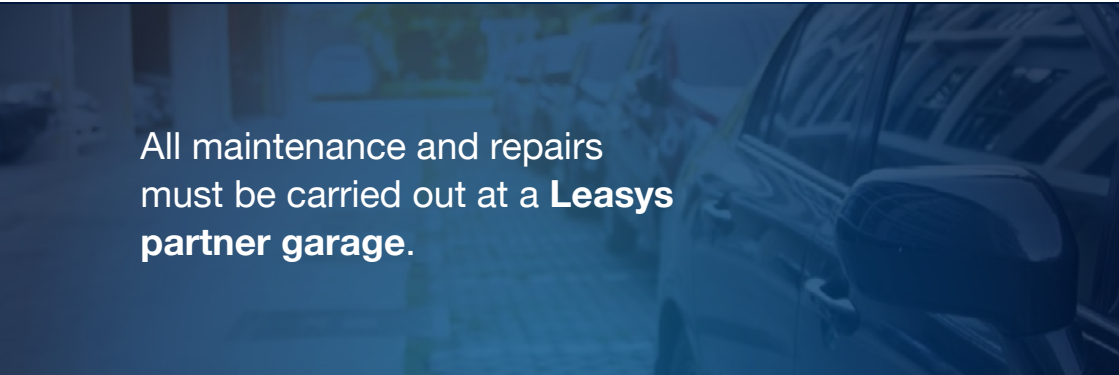
In terms of insurance, if Leasys handles claims management, all drivers are insured, provided they hold a valid driving license and meet the requirements of the Highway Code.

MAINTENANCE AND REPAIR

To make sure that your car operates correctly, it is essential that you carefully follow the instructions in the maintenance manual and any on-board computer warnings.

All maintenance and inspection operations planned by the manufacturer as well as the repair or replacement of mechanical components and wear parts are included in your leasing contract.

- For maintenance operations, book an appointment with a partner garage via our **My-Leasys app**
- Thanks to our network of authorised dealers, Leasys gives you access to a fast booking system and allows you to benefit from **customized additional services**
- You benefit from a **replacement vehicle** during a downtime period of more than 24 h




All maintenance and repairs must be carried out at a **Leasys partner garage**.

PRACTICAL TIPS FOR LOOKING AFTER YOUR TYRES

To ensure optimal driving all year round, it is essential to equip your vehicle with the right tyres. Winter and summer tyres (or 4-seasons, depending on your contract) are included in your contract, as well as tyre change and storage.

Vehicles are supplied with winter tyres between 1 October and 31 March, and summer tyres for the rest of the year. When it's time to change your tyres, contact the tyre centre indicated in My-Leasys to make an appointment.

We recommend that you replace your tyres as soon as they are worn (wear indicator reached). For your safety and comfort, we recommend that you have winter tyres fitted at the end of September/early October. In Luxembourg, winter tyres are required by law in winter weather conditions.



Winter tyres offer a better grip than summer tyres in wet conditions and cold weather (7°C or less).

CHARGING SOLUTION

Is your vehicle electric or plug-in hybrid? Do you have a question related to your charging solution?

diego Luxembourg is our partner for charging solutions. **diego Luxembourg** is available to answer all your questions related to your home charging solution, the charging key and the **diego.mobility** portal and application, and can be contacted:

- by telephone on **+352 28 83 80 77 (24/7)**
- by email at evchargingsolutions@mydiego.lu

Of course, our FIRST team is available to answer all your questions related to your leasing contract and your vehicle: first@leaseplan.lu, (+352) 40 44 11 11.

Use your charging token or the diego.mobility application and charge your vehicle wherever you like in Luxembourg and Europe:

- +800 charging points in Luxembourg
- +200 000 charging points in Europe
- Charging history on the app and the portal
- Electric consumption integration in the leasing contract



GOOGLE PLAY



APP STORE

DOCUMENT REQUESTS

Residential parking permit

If you are entitled to a residential parking permit, you will need us to provide you with a certificate. Contact Leasys FIRST or request the certificate via our My-Leasys app.

Fines

Fines and reminders sent by the police (in Luxembourg and abroad) will be sent to you automatically (or to your fleet manager) by email or by post depending on the offence and the country. If fines are not paid, we receive the reminders and provide the authorities with the customer's contact information so that they can be monitored directly. We recommend that you adhere to the Highway Code and to the regulations regarding fines in order to avoid the considerable increases applied to fines by the authorities for late payments.

Insurance documents

Make sure you keep the latest tax disc and insurance card and put them in your vehicle upon receipt.

Yellow licence plates in Belgium

If you live in Belgium, there are two documents that you need to be able to show to the Belgian authorities:

- A copy of your employment contract (from the employer)
- A vehicle availability certificate (from the employer)
- The leasing certificate (from the lessor)
- The household composition certificate: this document allows another person in your household to drive the car

For all your administrative needs,
use the **My-Leasys** application.

RETURNING YOUR VEHICLE

When your leasing contract expires, contact your fleet manager to find out about the return procedure.

- Book an appointment with Leasys
- The vehicle should be returned clean inside and out
- A return report is prepared and signed by the driver and Leasys
- When the vehicle has been returned, the Macadam Group, a third party independent organisation that is a world leader in performing expert assessments, inspects and assesses the vehicle according to the “Fair Wear & Tear” return guide and makes a note of any unacceptable damage, the presence of the vehicle’s documentation and other elements related to the vehicle. A final appraisal report is produced for each vehicle



**VEHICLE
VAN**



**VEHICLE
CAR**

The “**Fair Wear & Tear**” guide, based on the Renta standard, guarantees impartial treatment and a correct assessment of any damage. Consult this guide to avoid any surprises when returning the vehicle.

Items to return:

- Vehicle registration document
- Copy of the compliance certificate
- Insurance green card
- All keys
- Any maintenance logbooks and user manuals
- All potential charging cables

The vehicle lease will only come to an end on the date on which the vehicle’s documents are received.

Would you like to purchase your vehicle?

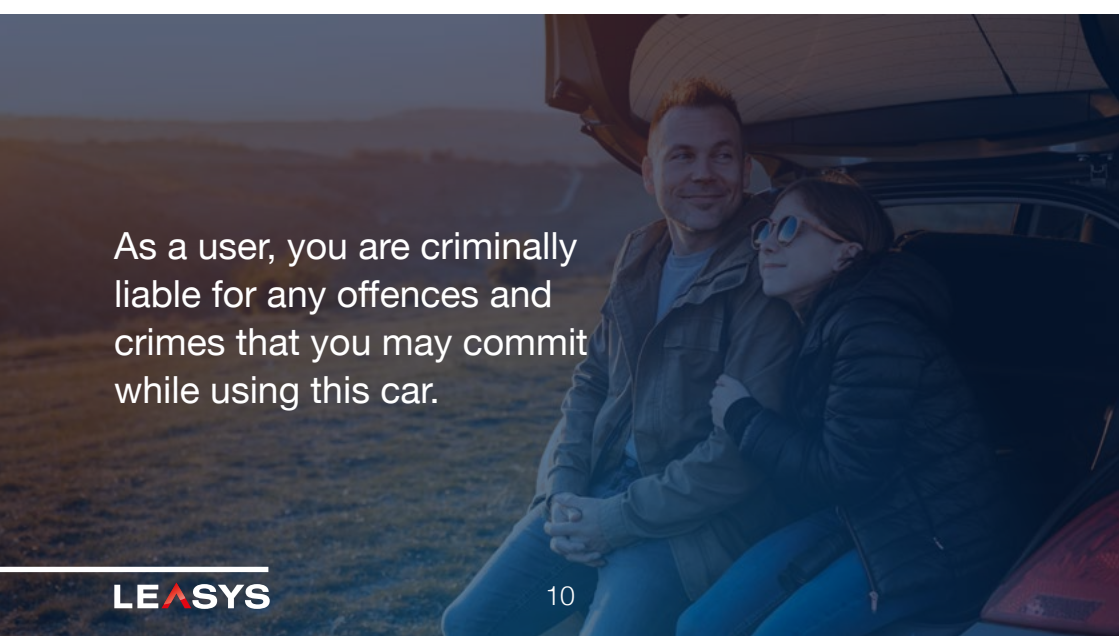
Leasys offers you the possibility of purchasing the vehicle, subject to the agreement of your fleet manager.

DRIVING AND MAINTENANCE ADVICE

It is your responsibility to drive your vehicle in a **responsible manner**, in accordance with its intended use and following the use and maintenance instructions. This implies in particular that you may not make any technical alterations to your car.

Regularly check the **tyre pressure** (under-inflated tyres increase fuel consumption).

You should also pay attention **to the water and oil levels** and keep an eye on the oil indicator light on the dashboard. Engine failure caused by a lack or the wrong type, of oil is not covered under the leasing agreement (and can lead to very high costs). This precautionary measure ensures optimal functioning of the engine during the entire lease period.



As a user, you are criminally liable for any offences and crimes that you may commit while using this car.



MY-LEASYS

YOUR DEDICATED SPACE

SERVING YOUR MOBILITY

- ✓ **Make appointments for your maintenance and repairs**
- ✓ **Claim your expenses**
- ✓ **Report your claims online**

Available now!

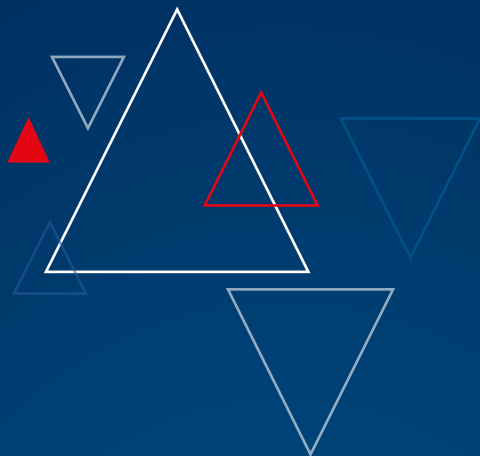


GOOGLE PLAY



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www.leasys.lu