

# Driver Guide

A woman with long blonde hair, wearing a red button-down shirt and dark pants, is leaning against the back of a blue car. She is looking off to the side, towards a field of tall green grass under a clear blue sky. A large, stylized orange graphic, resembling a thick, curved line or a stylized 'W', is overlaid on the bottom half of the image. The text 'LeasePlan' is written in white, bold, sans-serif font across the middle of this orange graphic.

**LeasePlan**

# Welcome into your brand new vehicle!

What to expect from LeasePlan's fleet management services? Comfort: our experts make your day-to-day life easier.

This guide is now your trusted companion wherever you go.

It's easy to read, and gives you details of your LeasePlan services.

Enjoy the ride!

Your LeasePlan Team

[www.leaseplan.ro](http://www.leaseplan.ro)

# YOU

A woman with dark hair, wearing a bright orange jacket, is smiling and looking out of a car window. The background is a blurred outdoor scene. Large, overlapping, semi-transparent orange and yellow abstract shapes are overlaid on the top and left sides of the image.

It is essential that your vehicle is identified as a LeasePlan managed vehicle anytime you access any services provided by us or by our partners.

We are always here to hear your needs and use our expertise in offering you the best customized solutions.

**Call us at 021 407 21 31, Monday to Friday, 9:00 – 17:30  
or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

Vehicle Delivery



Service and Maintenance



Tyre Management



Replacement Vehicle



Road Assistance



Fuel Card



Insurance Coverage



Returning LeasePlan Vehicle





# Your Vehicle Delivery

You will be informed in writing of the exact date and time of your vehicle delivery. Before picking up your vehicle on the set date, you will also receive a set of documents.

Is everything alright? If yes, please sign and stamp the handover protocol and give it to your delivering agent.

**Reminder!**  
**Always take your registration certificate and vehicle keys with you!**

**For further information on the delivery of your vehicle, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Your Vehicle Delivery

**Your set of documents will include:**

- This Driver Guide
- Your Third Party Liability (TPL) and (international) Green Card insurance
- An Amicable Accident Report form
- Your guidelines on how to fill out the Amicable Accident Report
- Your vehicle's registration certificate
- Your vehicle keys
- Your User and Maintenance Guide
- Your vehicle's maintenance record book and warranty
- Standard equipment (2 warning triangles, first aid kit and fire extinguisher)

**For further information on the delivery of your vehicle, please call 021 407 21 31.**





# Driving Tips

Your vehicle will always be in tip-top condition, and your driving experience will get more pleasant by following these simple tips:

**1. observe the maintenance schedule** set by your vehicle manufacturer, as indicated in your vehicle's maintenance and repair record book

**2.** your vehicle should always be serviced by **LeasePlan preferred repair shops.**

**3. tyres** are an essential part of your vehicle. **Perform regular checks** of tyre pressure, tread surface and overall tyre condition.

**4. perform regular checks** of engine fluids (i.e. engine oil, brake fluid, power steering fluid and coolant); fluid levels should range between the minimum and maximum levels specified by your vehicle manufacturer.

**5.** call us immediately in case of any **warning lights/sounds.** Avoid using the vehicle if possible, to prevent further damage.

**6.** let us know right away when your vehicle is **damaged.**

Call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro) and we'll give you the directions you need.

# Your Vehicle's Maintenance

## Maintenance services included:

- all regular maintenance and inspection services indicated in the maintenance and repair record book and warranty
- repair and/or replacement of auto parts (including labour costs) to keep your vehicle running in top shape
- Periodic Technical Inspection (PTI)

## Maintenance services excluded:

- repair services due to incorrect or inappropriate vehicle use
- windshield wiper fluid fill up, washing and parking services
- maintenance and repair services not authorised by LeasePlan or not included in your vehicle maintenance schedule

## Auto Shop Appointments

**LeasePlan will take care of your vehicle's maintenance and PTI appointments.**

- To request an **appointment** with our LeasePlan **preferred shops**, you need to call us 48 - 72 hours in advance or use the form available on our website, [www.leaseplan.ro](http://www.leaseplan.ro); we will give you the time, date and place of your appointment.
- Please check the Driver Info, Service Booking Section on [www.leaseplan.ro](http://www.leaseplan.ro).
- **All you have to do** is go to the appropriate repair shop and hand over warranty and maintenance record book; we will then authorise the repair services required and pay the **invoice**.

**For appointments with LeasePlan authorised repair shops, call 21 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**





# Tyre Management

**Between November 1 and March 31 your vehicle should be appropriately equipped for winter. So, winter tyres must be fitted by October 31, and summer tyres starting April 1.**

LeasePlan provides you with an optional tyre management service, including:

- replacement of a specified number of tyres, compliant with the technical specifications, size and wheel balancing requirements of your vehicle's manufacturer
- storage, as per your agreement with us.

When going to the tyre garage, please keep at hand the handover protocol from any previous tyre replacement (if any).

**For further information on tyre management, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Tyre Management

## What to do to have your tyres replaced:

For any current or future seasonal tyre replacement, please contact the recommended tyre garage.

The tyre handover protocol will comprise the following mandatory information:

- your vehicle's licence plate number
- mileage
- serial identification number, make, type and size of tyres handed over, and the assessment of wear and tear (when appropriate)

## Reminder!

**LeasePlan will not cover costs associated with inappropriate use, unfair wear and tear or damage.**

**For further information on tyre management, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**



# Your Replacement Vehicle

Your vehicle is immobilized? As an optional service, LeasePlan may provide you with a replacement vehicle as soon as possible.

LeasePlan will take care of any booking arrangements needed to provide you with another similar vehicle, according to the provisions in your agreement.

## How to get a replacement vehicle:

- check with your fleet manager if your agreement with us provides for the “replacement vehicle” option
- we will confirm the availability of a replacement vehicle and establish by mutual agreement the time, date and place of delivery

Delivery of replacement vehicles **is always subject to execution of a handover protocol.**

When returned, the replacement vehicle should be in the same condition and have the same amount of fuel as at the time of the handover.

## Reminder!

**Never forget to sign the handover protocol whenever you pick up or return your replacement vehicle!**

**For further information on replacement vehicles, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Road Assistance

Whenever your vehicle is so badly damaged that you are no longer able to drive it, 24/7 road assistance services are available to you wherever you are on the territory of Romania or within the European Union.

LeasePlan is just one phone call away; **we provide mobility services** for you and your passengers, and supervise the towing of your vehicle to the nearest auto repair shop.

**All you have to do** is provide the operator with your licence plate number and details of what is wrong with your vehicle.

Don't forget to leave a valid contact number, as well as details of your location and the location of your vehicle.

**LeasePlan road assistance is available to you round-the-clock on 031 42 50 500.**





# Your Fuel Card

You will receive your fuel card by courier service after delivery of your vehicle.

You can fill up your vehicle gas tank at any fuel station displaying the logo of the supplier on your fuel card.

## How to use your fuel card

- if your vehicle is not fitted with a fuel ring, enter your PIN code and current mileage
- check the receipt issued by the fuel station

LeasePlan will give you a new fuel card before expiry date.

## Reminder!

**Never keep your fuel card together with your PIN code or other cards (to avoid damage).**

**Whenever your fuel card is damaged or stolen, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**



# Insurance Coverage

Accident, damage or broken glass? We handle your claims and administrative processes in real time.

The following types of insurance coverage are available to you via LeasePlan's partners:

- **Compulsory third party liability insurance (TPL)** - insurance coverage required by law - provides coverage for potential claims arising from damage caused to third parties in vehicle accidents (plus Green Card for some European Union Member States)
- **Own Damage / Casualties and collisions (CASCO)** provides coverage in the event of collisions, bumps, falling objects, natural disasters, total or partial theft. With this coverage, the policy beneficiary may incur part of the claims (an arrangement known as franchise deductible)
- **Passenger insurance** (optional) provides coverage in the event of injury sustained by vehicle passengers
- **Third party liability insurance extension** (optional) provides coverage for countries not covered by the Green Card

## Driving Your Vehicle Abroad

If you're planning to drive your LeasePlan vehicle abroad, you may need to provide customs authorities with a power of attorney issued by LeasePlan. For EU and SEE member states, you will request this power of attorney to your fleet manager. For any other countries, call LeasePlan at 021 407 21 31. In both cases, please provide the country of destination/transit, date of departure and arrival, as well as your personal ID/passport information.

We'll check whether you need your Green Card or CASCO extension

**For further information, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**



# Insurance Coverage

**What to do in the event of traffic incidents:**

**Whenever your vehicle won't work, call LeasePlan Road Assistance on 031 42 50 500.**

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Amicable accident reporting:

This procedure applies in case of minor accidents, where no more than 2 vehicles are involved and no persons are injured.

- The set of documents made available to you by LeasePlan includes an amicable accident report form together with information on how to fill in the report
  - Only sign the amicable accident report if the description accurately fits the circumstances of the accident
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**If you decide not to sign the amicable accident report, go to the nearest police station holding jurisdiction over your claim, within 24 hours from the incident, and ask for the following documents:**

- the accident report issued by law enforcement authorities on the causes and circumstances of the accident
- a copy of the TPL insurance policy of the other vehicle involved in the accident
- the vehicle repair authorisation

**How to file a claim:**

Our experts will guide you in your effort to repair your damaged vehicle. Let us know immediately when you're involved in an accident, and LeasePlan will advise you on how to file a claim, as appropriate:

**Documents required to file a claim:**

1. your vehicle registration certificate
2. a copy of the third party liability insurance policy of the other vehicle (when appropriate)
3. the accident report issued by law enforcement authorities or the amicable accident report (as appropriate)
4. your driving licence
5. your identification document
6. the power of attorney issued by LeasePlan

The driver involved in the accident is the only person who can report the claim to law enforcement authorities or submit the amicable accident report.

**For further information on insurance claims, call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Selected list of CASCO comprehensive coverage exclusions

1. Claims arising from theft, if the driver has left the vehicle doors open, the vehicle keys in the ignition or the registration certificate inside the vehicle, or has failed to change the vehicle door locks after an instance of attempted theft, or to keep the vehicle alarm, positioning and location systems in good condition and running or the driver has failed to immediately report lost or stolen vehicle keys.
2. Claims arising from damage caused to the insured vehicle during sports races or competitions, official runs, preliminary and final inspections performed in accordance with the regulations of the respective competitions.
3. Claims arising from damage caused to spare parts, components as well as to accessories which are not originally fitted to the vehicle by the manufacturer or are not classified as accessories, according to the definition in the General Insurance Terms and Conditions, damage caused to fuels, lubricants or any other items inside the vehicle.
4. Claims arising from damage to the vehicle engine or to any other vehicle component as a result of wilful access to flooded areas (passageways, construction sites or signalled potholes) or water bodies.

**For further information on CASCO comprehensive insurance coverage and exclusions, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Selected list of CASCO comprehensive coverage exclusions

5. Claims arising from accidents, if the vehicle driver was under the influence of drugs or alcohol, has refused to provide blood samples to establish blood alcohol content or has fled the scene of the accident.
6. Claims arising from damage caused by the use of unprotected light or open fire in the area where the vehicle is located or inside the vehicle, damage caused by storing or transporting flammable or explosive materials, or damage caused by burning without fire or by electric power without flame.
7. Claims arising from damage caused to vehicle tyres, wheels, dampers and joints in the absence of damage to other vehicle components.
8. Claims arising from damage caused by driving the vehicle after events such as: leaking oil pan, damage to the gearbox, tyre explosion, etc.

**For further information on CASCO comprehensive insurance coverage and exclusions, please call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**





# Returning Your LeasePlan Vehicle

You will return your LeasePlan vehicle to an address notified to you by LeasePlan, at an agreed date.

**Please follow these steps before returning your vehicle:**

- 1.** take any personal items from your vehicle;
- 2.** leave the maintenance record book and user guide inside the vehicle;
- 3.** hand over the keys to the LeasePlan pick-up agent.

The LeasePlan pick-up agent will prepare a handover protocol in two original counterparts, of which one is yours to keep.

You also have to hand over a number of documents and accessories.

## **Reminder!**

**Please make sure your vehicle is clean inside and out when you return it!**

**For further information on returning your vehicle, visit [www.leaseplan.ro](http://www.leaseplan.ro), call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**

# Returning Your LeasePlan Vehicle

When returning your vehicle, the following documents and accessories will be also handed over to LeasePlan:

- original registration certificate,
- roadworthiness test (Periodic Technical Inspection) passed
- third party liability insurance and Green Card
- your Fuel Card
- first aid kit
- warranty (if appropriate)
- 2 warning triangles
- fire extinguisher
- spare tyre
- wheel brace
- jack
- toolbox
- towing hook

**After returning your vehicle, an authorised expert will assess your vehicle's overall condition, in accordance with the provisions in the Fair Wear and Tear Guide available on [www.leaseplan.ro](http://www.leaseplan.ro).**

LeasePlan will provide your employer with a copy of the vehicle assessment report. When damage to the vehicle is found upon return, you will cover the necessary repair costs.

**For further information on returning your vehicle, visit [www.leaseplan.ro](http://www.leaseplan.ro), call 021 407 21 31 or e-mail us at [driver-support@leaseplan.ro](mailto:driver-support@leaseplan.ro).**



