

# DRIVERS HANDBOOK

A close-up, low-angle shot of a car's headlight, heavily tinted with a deep blue color. The headlight's internal components, including the lens and reflectors, are visible through the blue haze. The car's body panels are also visible, maintaining the same blue color scheme.

**Agnew** Leasing  
Leasing for Everyone

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# WELCOME TO YOUR NEW VEHICLE SUPPLIED BY AGNEW LEASING

**Agnew Leasing is a leading Contract Hire and Leasing company, operating across the UK and ranking highly in the FN50. With over 30 years of industry experience, it is part of the UK's largest motor retailer, the Sytner Group, which also includes the Agnew Group in Northern Ireland.**

Our mission is to ensure that you receive the highest level of service throughout your contract term, providing you with hassle-free motoring. We have experienced staff on hand 24/7 to answer any queries that you may have.

This handbook is designed to assist you throughout your contract and to highlight any necessary contact telephone numbers that could be useful in the future. Should you require any additional information, please contact our Driver Helpline on 028 9038 6606.

**We would like to take this opportunity to thank you for choosing Agnew Leasing as your dedicated fleet specialist.**



# DRIVER RESPONSIBILITIES

## BE IN CONTROL

Please take a moment to familiarise yourself with the following guidelines.

**Agnew Leasing operates under the BVRLA Fair Wear & Tear Guide standards, as supported by the AA. A full digital copy of this is available on our website [here](#).**

Your company may have its own driver handbook which you should ensure you adhere to. Please contact your Fleet Manager for more information.

- The legal tread depth on a tyre is 1.6mm and it is vitally important that you arrange to replace your tyres before they exceed this legal limit.
- Ensure that the vehicle is serviced in accordance with the manufacturers guidelines as detailed in the vehicle service record manual, otherwise all warranty cover could be invalidated.

- It is the driver's responsibility to maintain the correct engine oil level and adblue level between servicing. Failure to do so may result in mechanical failure, which will be recharged to the customer.

- Take action for any warning light that appears on the dash.

- We recommend downloading the Manufacturer's Driver App.

- Make sure that the bodywork and interior of the vehicle is maintained to a satisfactory standard.

- All Parking Fines and Fixed Penalty Notices must be paid within the time allowed by the issuing authority.

- Smoking is not permitted in leased vehicles.

- For courtesy vehicles both parts of your driving licence are required.
- When you pick up a rental vehicle or courtesy vehicle and before you depart, inspect it carefully and note any existing damage on the vehicle condition form. If you notice any new damage that is not recorded, please report it to a member of staff.

Please carry out weekly checks to your vehicle and refer to the Manufacturer handbook for more information.



# MAINTENANCE AND SERVICING\*

## YOUR SAFETY ON THE ROAD MATTERS

**For those customers with contracts that include Maintenance or Fleet Management, your vehicle will be maintained throughout the rental period in accordance with the terms of your finance agreement.**

Using the 1-link system, Agnew Leasing has a network of suppliers set up for you. All maintenance work will be conducted using only certified franchised dealerships and, before any work is carried out, the dealership will contact Agnew Leasing for authorisation. Administration will be carried out by Agnew Leasing and will be fully visible on Agnew Fleet Manager.

**To book your vehicle in for a service/repair you can choose one of the following:**

- Go to the Driver Area on our website, [here](#), and go to 'book a service'. By entering your postcode, it will advise you of your closest dealership. A courtesy vehicle can also be requested.
- Book directly with your local manufacturer dealership.
- Contact our Driver Helpline and we will advise you of your closest dealership.
- Book via the Manufacturer Driver App where applicable.
- Book via your Agnew Leasing Driver App where applicable.

**To book an appointment for replacement tyres you can:**

- Go to the Driver Area on our website, [here](#), and go to "Book Tyres". By entering your registration, you can arrange an appointment at your local Kwik-Fit branch or a mobile appointment at a location of your choosing.

Agnew Leasing use Kwik-Fit and Modern Tyres as our preferred suppliers of tyres.

**For more information, contact our 24hr Driver Helpline on 028 9038 6606**

*\*Only applicable on fleet managed or fully maintained contracts.*

# 24HR BREAKDOWN AND RECOVERY\*

WE'LL BE THERE WHEN YOU NEED IT MOST

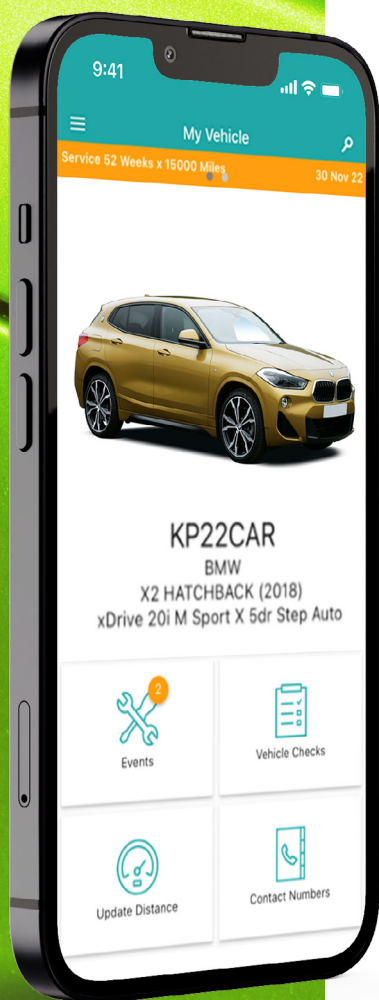
**In the event of a breakdown please contact our 24hr Driver Helpline on 028 9038 6606 and a fully trained member of our service team will advise you on the best procedure to get you back on the road as quickly as possible.**

- A member of our service team will track the progress of your vehicle.
- Before receiving a courtesy vehicle, your driving licence is required and possibly a swipe of a credit/ debit card.
- If your vehicle requires a tyre replacement due to accidental impact damage, vandalism, or unrepairable puncture, then only a percentage of the cost will be covered relative to tread depth and mileage.
- Misfuelling your vehicle will result in a rechargeable cost.
- A Vehicle Off Road Report is visible on Agnew Fleet Manager.

*\*Only applicable on fleet managed or fully maintained contracts.*

# OUR AGNEW LEASING DRIVER APP

## KEEPING YOU MOBILE ON THE ROAD



**Our Agnew Leasing Driver App enables drivers to access information specifically related to their company and vehicle when they need it the most.**

It provides immediate solutions to a whole host of regular driver queries, such as what to do and who to call in the event of a breakdown or accident and where to go for replacement tyres or glass. You can even book your vehicle in for a routine service and tyres via the app.

Drivers can update their mileage and perform checks via the app, ensuring Fleet Managers receive the information they need.

### Getting Started Guide:

#### 1. Company Notification

You will be notified by your company if the Agnew Leasing Driver App is being implemented.

#### 2. Login Credentials

Look out for an email from us

containing your login details. Check your junk/spam folder just in case.

#### 3. Download the App

Search for the Jaama MyVehicle app in your device's app store and install it.

#### 4. Activate Your Account

Open the app.  
Select "Received Invite Code?"  
Follow the prompts to set your password.  
Enable "Remember Me" for quicker future logins.

#### 5. Need Help?

Please contact our support team at [afmsupport@agnews.co.uk](mailto:afmsupport@agnews.co.uk)

### Password Support

#### Forgotten or Changing your Password

You can manage your password directly within the app.

Select Forgotten Password on the main log in screen to reset your password. Change Password is an option in the settings menu when logged into the app.

#### Locked Out?

If you are unable to access the app, please contact our support team at [afmsupport@agnews.co.uk](mailto:afmsupport@agnews.co.uk)

### Features include:

- View your company's fleet policy and insurance details
- Access contact info for breakdown, glass, and tyre services
- Call our 24-hour Driver Helpline directly from the app
- Book routine services and tyre replacements
- Update your vehicle's mileage
- Complete paperless vehicle checks
- Submit a Vehicle Going Abroad request
- Access full vehicle data

**For more information and to get started with the driver app, please contact your Fleet Manager.**



# ROAD FUND LICENCE AND MOT

## KEEPING LEGAL ON THE ROAD

**Agnew Leasing will arrange to renew your road fund licence each year prior to the renewal date.**

If your vehicle is due for an MOT inspection, we will contact you/ employer one month prior to MOT date expiry to discuss MOT arrangements. We will book your vehicle into the MOT centre at a convenient date and time for you to attend.

If you would like to check the status of your current RFL and MOT expiry date you can now go online to the GOV.UK website  
[www.vehicleenquiry.service.gov.uk](http://www.vehicleenquiry.service.gov.uk)

For more information on Road Fund Licence and MOT certificates please call our Driver Helpline on 028 9038 6606

# TRAVELLING ABROAD

## BEFORE PACKING YOUR SUITCASE...

**Prior to taking your Agnew Leasing vehicle abroad, there are a few procedures that must be finalised.**

If the VE103B has not been obtained, your vehicle may be impounded whilst abroad. **This is a legal requirement that must be adhered to.**

Once a VE103B form has been issued, this will activate your AA European Recovery with our full maintenance contracts through our AA Fleet Europe policy.

Access the VE103B form [here](#)

### Procedures before travelling abroad

1. Contact the manager of your fleet before taking the vehicle out of the UK. It is important that you are adequately covered to your, and their satisfaction, and you have the necessary documents to prove it.
2. To use a leased vehicle in mainland Europe, obtain authorised approval by way of a VE103B form. This will cost £12.50+VAT. This must be completed two weeks prior to any planned trip to Europe. Access the VE103B form [here](#) or request one from our Maintenance department.
3. Agnew Leasing will then issue you with a vehicle on hire certificate which outlines the date of cover.
4. Ensure to take this form with you on your travels.

For full details on your AA cover, please don't hesitate to contact our Driver Helpline on **028 9038 6606**.

# VEHICLE RETURN GUIDELINES

## RENEW WITH AGNEW LEASING

**At the end of contract, the vehicle must be returned to Agnew Leasing or to a nearby location approved by Agnew Leasing.**

In some circumstances and if adequate notice is given, Agnew Leasing may be able to collect the vehicle from a specific NI/UK mainland address, but this may incur a charge.

You will be contacted well in advance of the end of contract date to arrange a suitable drop off/collection point for your vehicle and associated dates/times. An appraisal will be conducted on your vehicle either at the point of collection or once the vehicle returns to Agnew Leasing. This appraisal report will detail the mileage and general condition of the vehicle, to include any damage. This will be provided to you should there be any recharge raised, including pictures if necessary.

- Your vehicle should be returned in a clean and undamaged condition. A valet charge will be incurred if the interior of the vehicle is deemed unacceptable.
- Any accidental damage to the bodywork or exterior should also be rectified prior to return. If you have been unable to complete this, we will arrange for the repair to be carried out and the cost recharged.
- Please remove any accessories fitted at your own expense, such as phone kits etc., leaving no damage to interior/exterior of the vehicle.
- We may elect to decline non-essential maintenance within 3 months of the end of contract.
- All documents, handbook, spare keys, and accessories originally supplied with the vehicle should be returned at the time your car is returned.

Agnew Leasing operates under the BVRLA Fair Wear and Tear Guide standards, as supported by the AA. A full digital copy of this is available on our website [here](#).

**Fair wear and tear summarises the degree of deterioration judged to be reasonable when a fleet vehicle is returned at the end of a contract period.**



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