

DRIVERS HAND BOOK

Agnew Leasing

Leasing for Everyone

WELCOME TO YOUR NEW VEHICLE SUPPLIED BY AGNEW LEASING

Agnew Leasing is one of the top Contract Hire and Leasing Companies in Northern Ireland, supplying to the UK. At Agnew Leasing, we believe in a professional automotive leasing experience for our customers, offering a tailored service and an expert approach to corporate fleet management.

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.

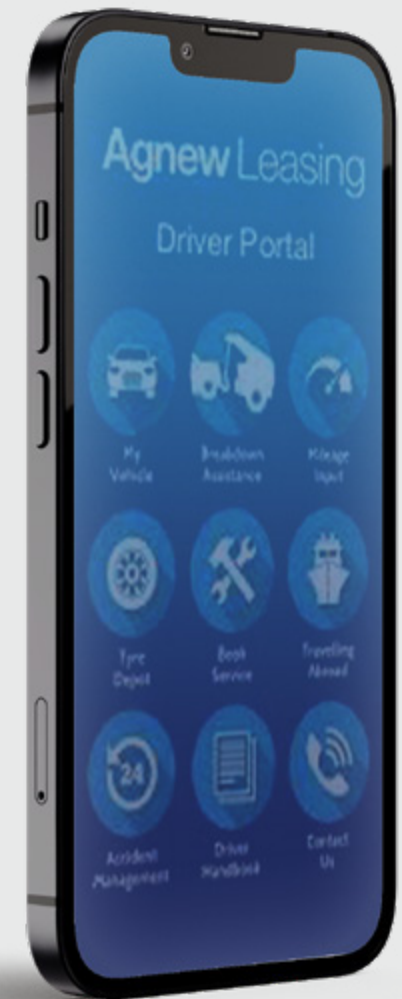
DRIVER PORTAL

KEEPING YOU MOBILE ON THE ROAD

Developed to assist our drivers on the road, the Driver Portal is packed full of advanced features, allowing you to add information linked to your vehicle, mileage, and travel.

You can even locate your nearest tyre depot, get advice on accidents and breakdowns, book a service, and access your driver handbook.

All the information you need, right at your fingertips.



For more information on the Driver Portal call us on **028 9038 6606**.

DRIVER RESPONSI- BILITIES

BE IN CONTROL

Please ensure you adhere to the following guidelines:

- 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. Call **028 9038 6606** and a representative will direct you to your nearest tyre depot.
- Ensure that the vehicle is serviced in accordance with the manufacturers mileage/time schedules as detailed in the vehicle service record manual otherwise all warranty cover could be invalidated.
- Make sure that the bodywork and interior of the vehicle is maintained to a satisfactory standard.
- It is the driver's responsibility to maintain the correct engine oil level between servicing. Failure to do so may result in damage to the engine, which will be recharged to the customer.
- All Parking Fines and Fixed Penalty Notices must be paid within the time allowed by the issuing authority.
- If mileage of vehicle has been requested via SMS, please ensure to respond.
- Smoking is not permitted in leased vehicles.

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

**Only applies if your contract includes "Maintenance" or "Fleet Management"*

For those customers with contracts that include "Maintenance" or "Fleet Management", Agnew Leasing will arrange for your vehicle to 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:

- Use our 'Driver portal' which will allow you to book your vehicle in online.
- Go to our website - www.agnewleasing.com, click 'Driver Area' 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 dealership.
- Contact our Driver Helpline and we will advise you of your closest dealership.

To book an appointment for replacement tyres you can:

- Go to our website - www.agnewleasing.com, click "Drivers Area" 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. Contact details available on our contents page.

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

24HR ACCIDENT MANAGEMENT

ON HAND AT EVERY MOMENT

In the unfortunate event that you are involved in an accident or suffer loss or damage to your vehicle, call our dedicated number **028 9038 6606** and we will be on hand to provide you with expert advice.

WE WILL:

- Co-ordinate roadside vehicle recovery
- Arrange, manage, and monitor vehicle repairs
- Notify any loss to insurers
- Organise and supply a replacement vehicle (if appropriate)
- Generate an accident liability assessment
- Investigate how the accident occurred
- Recover all the accident costs directly from the third party (If third party is liable)

INFORMATION TO CAPTURE AT THE SCENE OF AN ACCIDENT

- Contact the police if anyone is injured
- Obtain the full name, address, and phone number of third party
- Ask to see photographic ID to reconfirm identity
- Record car make, model and registration number
- Retrieve witness name(s) and address
- Take photos on your mobile of vehicle positions, damage and debris

Capturing as much information as possible at the scene of an accident will help you to submit your insurance claim.

ROAD FUND LICENCE AND MOT

REMAIN LEGAL ON THE ROAD

Agnew Leasing will arrange to renew your road fund licence each year prior to the renewal date. However, this will only apply if your contract states that RFL is included.

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 or alternatively contact our Driver Helpline on **028 9038 6606**.

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.

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.

TRAVELLING ABROAD

BEFORE PACKING YOUR SUITCASE

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

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. To request a VE103B contact 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.

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.

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 & Tear Guide standards, as supported by the AA. A full digital copy of this is available on our website www.agnewleasing.com under the Driver Area section.

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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028 9038 6600 agnewleasing.com