



# LeasePlan Customer Guide

2010

# Dear Customers

- ▶ We, as the biggest operational leasing company of Europe, aim to give our customers smoother and uninterrupted service.
- ▶ We prepared this guidance for you in order to inform you about the advantages and privileges of LeasePlan. You can find LeasePlan telephone numbers and website address in this guidance from where you can take support and information whenever you need.
- ▶ Additionally, in this guidance you will find detailed information on everything including user responsibilities and services covered under the long term vehicle leasing service. Moreover, LeasePlan will obtain the operating service of vehicle during the long term vehicle leasing period.

# Operational Leasing Service

## PERIODIC SERVICES:

- ▶ Periodic service need of the vehicle is done by the authorized service dealers in the country that LeasePlan has contracted. Periodic service needs of the vehicles should be followed up by the customers and should be reported to LeasePlan executives.
- ▶ Periodic service expenses are undertaken by LeasePlan however, if the maintenance period or the expenses of damages due to driver faults are not reported to LeasePlan on time, expenses shall be undertaken by the lessee.

# Operational Leasing Service

## **DAMAGE AND ACCIDENT MANAGEMENT:**

- ▶ Any kinds of operational service regarding cases of accidents or thefts are undertaken by LeasePlan.
- ▶ In case of vehicles involved in any accidents, driver should complete the evaluation and record procedures simultaneously and afterwards hand down the follow up and negotiation processes to the executives of LeasePlan.

# Documents to be Collected

- ▶ **In cases of theft;** “Theft Record” should be taken from police station.
- ▶ **In case of accidents;** within the terms of the Highway Traffic Law and Highway Traffic Regulation number 2918, the policy that the parties of the accident will fill the application of “Accident with Material Damage Evaluation Record” only if there material damage is become effective on 1st of April, 2008. You can find from LeasePlan website.

# Operational Leasing Services

## Tire Change:

- ▶ Tire changes for your vehicle should be done in every 50,000 km. in authorized tire dealers where you will be directed by LeasePlan operation executives. Insurance excluded damages such as rim damage, tire cleavages due to driver fault and rim theft will be out of service scope.

## Taxes:

- ▶ All kinds of tax and additional tax obligations relating to the vehicles shall be covered by LeasePlan.

# Operational Leasing Services

- ▶ **INSURANCE:** According to the lease contract, all obligations regarding insurance such as traffic insurance, motor insurance and vehicle stamp shall be undertaken by LeasePlan.
- ▶ **EXAMINATION:** User should get the examination of vehicle done himself. After, examination Tax Office Receipt (Examination Fee Receipt) should be sent to LeasePlan by cargo. All penalties and obligations that regarding the lack of vehicle examination shall be undertaken by the driver.

# Operational Leasing Services

- ▶ **REPLACEMENT CAR:** In cases like service needs resulting from accidents, broke downs etc., if service time is going to take long time, a replacement car will be given to customer by LeasePlan.
- ▶ **ROAD ASSISTANT:** Road Assistants for LeasePlan vehicles will be constantly available during the time period of the warranty and after it. We would like to remind you to keep road assistant number that you will find in the usage instructions of the car in a place to be reached easily.

# Driver Responsibilities

- ▶ It is crucially important to follow the instructions of the manufacturer and service booklet to be able to use your vehicle without problems for both your safety and traffic rules. In no case driver can make any change on pieces of the vehicles without the written consent of the LeasePlan.
- ▶ Vehicles shall not be used by any real or corporate bodies except the group company and employees of this company without the written consent of LeasePlan.

# Driver Responsibilities

- ▶ Vehicles should not be used in speeds over the legal speed limits.
- ▶ It is strictly forbidden to use the vehicles in drunk or under the influence of forbidden substances. Vehicles should only be used with a Turkish or foreign driving license issued in accordance with the laws of Republic of Turkey. Otherwise, leaser is responsible of the consequences of any kinds of legal actions including monetary penalties, disqualification of the vehicle from driving and all other limitations.

# Driver Responsibilities

- ▶ Vehicles shall not be used for passenger or ware carrying against a certain fee or by means of renting.
- ▶ Drivers shall not conduct any actions that will make the insurance of the vehicles ineffective.
- ▶ Odometer and odometer connections in the vehicles shall not be disconnected or interfered without written consent of LeasePlan.

# Driver Responsibilities

- ▶ In case of any malfunctions in the odometers user should inform LeasePlan about the situation and should take the vehicle to authorized service station.
- ▶ User should inform LeasePlan about which service station to the vehicle is taken.
- ▶ Periodic Service follow ups of the vehicles are under driver's responsibility. Service claim for the vehicle that is entered to service period is confirmed by LeasePlan and will be directed to authorized service dealer.
- ▶ Driver responsibilities about vehicle examinations are stated under the Article 6 of Operational Leasing Services topic.

# Driver Responsibilities

## ▶ Returning the leased car:

A week before the termination of the contract, information of the car should be reported to the LeasePlan via telephone, and then should be returned to the authorized dealer that LeasePlan directed.

While returning the car;

All keys

Certificate of approval

First aid kit

Spare tire

Fire extinguisher

Equipments should be returned.

# Driver Responsibilities

- ▶ Return Document is filled out including the signs of both you and the employee of the return address.
- ▶ For returning the car late or early, exceeding or missing the km, missing accessories, and damages caused by driver, contract terms are considered.
- ▶ While returning the car, OGS and fuel tools and personal belongings should be taken out. LeasePlan is not responsible for possible missing personal belongings that you forget to take out of the car before returning.

# Driver Responsibilities

- ▶ Invoicing:

All invoicing to you should be paid based on the contract terms. You can contact with LeasePlan collection unit for any questions about the payments.