

Quick Service Guide

Product leaflet



Better with every move.

 **ayvens**
SOCIETE GENERALE GROUP



We will help you if you find yourself in trouble

- ▶ Dear Clients, This material provides a quick overview of what to do in the event of an inoperable vehicle or a vehicle that can be driven but which is exhibiting a fault, has a puncture or is damaged. You will also find instructions here on what to do in the event of an accident, as well as when your vehicle needs repairs or maintenance.



In all of these cases, we are ready to help you via the online myALD Driver app available on mobile phones, on the www.ayvens.cz website or at ALD contact points.

Wishing you many safe kilometres with our vehicles!

Your Ayvens.

Download the myAyvens Driver application free of charge:



Manual for work with myAyvens Driver.





1. Inoperable vehicle fault/ puncture/breakdown

- ▶ Call the Ayvens Assistance service. The assistance service will arrange transportation of the vehicle to an Ayvens contractual service centre.

+420 848 455 555



2. Inoperable vehicle accident/ damaged bodywork

- ▶ Call the Ayvens Assistance service. The assistance service will arrange transportation of the vehicle to an Ayvens contractual service centre.

+420 848 455 555

Report the insurance claim and other information needed for repair.*

<https://pojisteni.myayvens.cz>
or using the **myAyvens Driver**

*If the insurance is included into contract with Ayvens.



3. Operable vehicle accident/ damaged bodywork

- ▶ Report the insurance claim and arrange a location for repair repair.*
Repair will be performed on the agreed date, in the case of a preferred contractual repair shop, with the option of a free courtesy car.

<https://pojisteni.myayvens.cz>
or using the **myAyvens Driver**

*If the insurance is included into contract with Ayvens.



4. Operable vehicle damaged glass

- ▶ Report the insurance claim and arrange a location for repair.*
Glass repair/replacement will be performed at the time and place of your choice, in most cases by mobile team.

<https://pojisteni.myayvens.cz>
or using the **myAyvens Driver**

*If the insurance is included into contract with Ayvens.



5. Maintenance/vehicle repair/ maintenance inspection/ tyre change and servicing

- ▶ Contact a contractual service centre from the offer in your Driver Set, the myAyvens Driver mobile app or www.ayvens.cz. Always state that the vehicle is operated by Ayvens.



6. Other useful information

Damaged bodywork /glass, accident

Reporting an accident to the roadside assistance service is not the same as reporting an insurance claim.

The insurance claim must always be reported to the Ayvens Insurance Department.

Documents required for settlement of an insurance claim:

- traffic accident report
- copy of the driver's driving licence

Repair, maintenance inspection

Have your on-board literature (maintenance log book) with you. We recommend you book an appointment in advance.

Seasonal tyre change

Please book your appointment well in advance, i.e. at least 14 days in advance. When you hand over the vehicle to the tyre service centre, you will also have to present your tyre storage slip.

Thank you for driving vehicles from Ayvens.

