



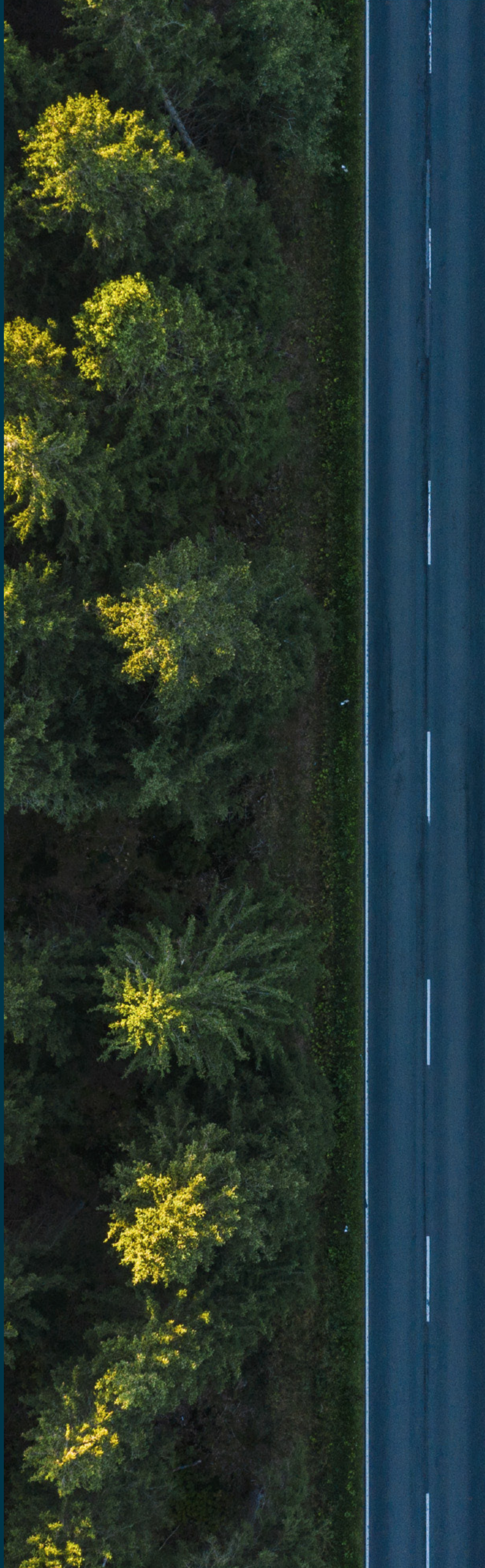
# Driver's Manual

Better with every move.

 **ayvens**  
SOCIETE GENERALE GROUP

# Contents

- 2 Welcome to Ayvens!
- 3 Picking up your vehicle
- 4 Maintenance & repair
- 5 MOT/ Emissions Card
- 6 Tyres
- 6 Traveling Abroad
- 7 Accident & Theft
- 8 Replacement Vehicle
- 9 Roadside Assistance
- 10 Returning your Vehicle – Contract Termination
- 11 User's responsibilities
- 12 Contact Info
- 13 Your Opinion Counts
- 14 Notes
- 16 Vehicle Docs & Accident Statement Report Forms



# Welcome to Ayvens!

Ayvens is the leading global sustainable mobility player, born from the union of ALD Automotive and LeasePlan, committed to making life flow better.

We've been improving mobility for decades, providing full service leasing, flexible subscription services, fleet management and multi-mobility solutions to large international corporates, SMEs, professionals and private individuals.

With 14,500 employees across 42 countries, 3.4 million of vehicles and the world's largest multi-brand EV fleet, we're leveraging our unique position to lead the way to net zero and spearhead the digital transformation of the mobility sector.

(The company is listed on Compartment A of Euronext Paris (ISIN: FR0013258662; Ticker:AYV). Societe Generale Group is Ayvens majority shareholder.)

**Ayvens. Better with every move.**

Find out more at [ayvens.com](https://ayvens.com)

# Picking up your vehicle

Before you pick up your vehicle, you and the dealer should sign the acceptance/ delivery certificate.

## Important!

- Please inspect your vehicle for any visible damage or defects
- Check all standard accessories and ensure you get familiar with the operation of features and functions such as the vehicle security system, the infotainment system, etc.
- Insist on a demonstration of the vehicle. If necessary, ask for a test drive

## When picking up your vehicle, you will be given:

- The Driver's Manual including:
  - Basic instructions
  - Registration Papers
  - Receipt of road tax payment (under current legislation)
  - Roadside Assistance Badge
  - Insurance Policy. The insurance documents should always be in the vehicle and maintained in good condition
  - Accident statement report form
- Original keys
- Service & Maintenance Booklet
- Vehicle Owner's Manual
- Fire extinguisher, first aid kit, emergency triangle and other equipment
- Individual Agreement

This document shall be given to the employee designated by your company before collecting the vehicle and must always be kept in the vehicle, in order to be presented upon request by the road & traffic authorities. In case of loss thereof, please contact Ayvens.

If the vehicle is to be used by other drivers as well, make sure all the above items are in the vehicle and the drivers' details are sent to Ayvens.

# Maintenance & Repair

You need to follow the manufacturer's maintenance instructions. The scheduled maintenance should be carried out without delay at the times specified in the **Service & Maintenance Booklet** or on the display of your vehicle where applicable.

**Additionally, you should make the following checks at regular intervals (especially before a long trip):**

- Oil level
- Tyre pressure and condition
- Coolant level
- Brake fluid level
- Proper condition and operation of lights

If the odometer operation fails, please contact Ayvens immediately.

**The cost of repairing damages caused by failure to comply with the above obligations and any fines imposed by such negligence, shall be borne by your company.**

Ayvens has designated selected workshops that are responsible for the maintenance and repair of your vehicle. Please contact Ayvens regarding the relevant service network.

According to your agreement, Ayvens is entitled to request the vehicle itself for inspection whenever deemed necessary.

Any costs arising from the following are not part of the maintenance and repair services:

- Use of spare parts not recommended by the manufacturer and Ayvens
- Replacement of equipment fitted at customer's expense
- Paint repairs due to the installation of promotional materials
- Cleaning vehicle exterior or interior
- Loss of keys

# MOT / Emissions Card



## MOT

**1st inspection**

## Period

4 years after the date of the first registration

## Timetable

3 weeks before or 5 days after

**Next Inspections**

This certificate is valid for two years and then needs to be renewed

3 weeks before or 5 days after

## Emissions Card

**1st inspection**

## Period

1 year after the date of the first registration

**Next Inspections**

Every year (except the year of MOT inspection)

# Tyres

Tyre replacement is performed at the time intervals prescribed in your contract and only at the tyre service centres cooperating with Ayvens.

**For any tyre replacement or repair you should contact Ayvens to make the necessary arrangements.**

Tyre choice is at the discretion of Ayvens, provided that they meet the manufacturer's Specifications.

The cost of repair or tyre replacement due to misuse of the vehicle, or premature wear, is not included in the service provided by Ayvens.

## Traveling Abroad

If you plan to travel abroad, please contact Ayvens one week before your departure to arrange formalities (i.e. issuance of a Green Card, etc.) and be informed on insurance coverage, depending on the countries you intend to drive through and the final destination.

In case of an emergency vehicle repair while being abroad, you should contact Ayvens, to receive the relevant approval and make all necessary arrangements.

You will need to pay for the repair costs and make sure that the invoice issued contains the following details:

<b>Name</b>	<b>Ayvens Greece</b>
<b>Address</b>	<b>17 A. Papandreou str. 15124 Marousi, Athens, Greece</b>
<b>TRN</b>	<b>999599948</b>
<b>Tax Office</b>	<b>SAs' Revenue Service of Athens</b>

The repair amount of the invoice will be compensated by Ayvens.

# Accident & Theft

In the unfortunate event of an accident/damage to your vehicle, Ayvens team is there to help you. Please call Ayvens Drivers' Help Line on +30 210 6100050.

Ayvens provides you with Accident Care service for a full event logging. It is also recommended to call the police so that the incident is officially recorded.

**Otherwise, please note the following:**

- Check whether there are persons injured. If this is the case, call 166
- Request a copy of your statement and the relevant accident report from the police
- If the driver who was involved in the accident is under the influence of alcohol, ask for the result of the breath analysis test.
- Make sure that the data of the involved drivers / vehicles and witnesses (driver's full name, identification card data, registration number, exact location and time of the accident) are recorded
- Avoid making any comments about who is responsible for the accident
- You should contact Ayvens within 24 hours to advise you on how to complete and send the accident statement report (a relevant report form is provided at the end of this manual)

In case of theft, you should report the incident directly to the nearest police station and receive a copy of your statement. Come personally to the offices of Ayvens the soonest possible, to complete the Identity Theft Statement in writing and return all vehicle keys.



# Replacement Vehicle



Depending on the services opted by your company, a Replacement vehicle may be provided to you when your vehicle is in the workshop for service or damage repairs.

After the repairs are completed, the Replacement vehicle should be returned at the place it was collected.

Fuel costs are borne by the lessee company.

Any reservations and the receipt of Replacement vehicle are performed following a communication with Ayvens.

# Roadside Assistance

**In the event of a vehicle breakdown or an accident, please call our Ayvens Drivers' Help Line on +30 210 6100050.**

If your vehicle cannot be repaired on the spot, it will be towed to the nearest authorized Ayvens Designated workshop. This service may be offered abroad, in case of a breakdown and upon prior communication with Ayvens.

## Bringing you Back Home:

If your vehicle breaks down in Greece or abroad, you can call the Driver's Help Line on +30 210 6100050 and get information about the expenses related to a hotel accommodation or your transportation back home (subject to a specific monetary threshold).

# Returning your Vehicle – Contract Termination

The vehicle should be returned during business days (Monday through Friday from 9:00 to 16:00) to an authorized Ayvens partner.

The return process is considered completed only after the vehicle return form has been signed.

In addition to describing the technical condition of the vehicle, this document, also Includes the return date and the full mileage as recorded on the spot.

When a vehicle is delivered back to Ayvens, please ensure that the following supporting documents and accompanying items are included:

- **Original Registration Documentation**
- **Vehicle license plates**
- **Receipt of payment of road tax (if applicable)**
- **Original insurance slip**
- **Vehicle Keys**
- **Maintenance**
- **Vehicle Owner's Manual**
- **MOT status report**
- **Fire extinguisher**
- **Emergency Triangle**
- **First aid kit**
- **Spare tyre (if applicable)**
- **Security bolt (if applicable)**
- **Tool kit & jack**

**Ayvens: +30 210 610050**

# User's responsibilities

**Remember that the vehicle does not have Liability insurance coverage for damage repairs in the following cases:**

- If the vehicle is driven under the influence of alcohol or barbiturates or any kind of drugs or any other not explicitly stated substance or by any third party not declared driver
- Undercarriage, tyre and rim damages, when they do not result from a collision with another vehicle
- While the insured vehicle is propelled by any force other than its own, or when it is pushed, or towing another vehicle unless this has been legally declared
- In case of the driver's intention, negligence, or mental disorder
- While the vehicle is in guarded or fenced areas (i.e. airports, camps) or at places designated for means of fixed track transport (i.e. trams) or bus lanes or off-road network
- If the vehicle is misused (i.e. racing, transportation of hazardous substances, Drivers' training)

In these cases the vehicle is not covered by any type of insurance, and therefore the LESSEE shall be responsible for any damage or destruction to third parties or the leased vehicle.

## Please observe the following:

- You should comply with the traffic regulations. If a fine is imposed (road traffic police, municipal police), you should immediately arrange for the payment of the relevant amount.
- In case of loss of documents or of a key, please inform immediately Ayvens

You are not allowed to carry out any modification or addition to the vehicle without the written approval of Ayvens.

# Contact Info

## Contact Information

**Driver's Help Line (24 hours):** +30 210 6100050

**Fax:** +30 210 6825665

**e-mail:** driver.gr@ayvens.com

**website:** www.ayvens.gr

## Online Customer Service

### My Ayvens

Discover the updated My Ayvens! At your services 24/7!

MyAyvens offers Ayvens drivers the opportunity to:

- Contact Ayvens
- Stay informed about their leased car
- Manage their personal profile
- Update mileage
- Request a service and get relevant information
- Request tyres' change and get relevant information
- Learn about MOT/Fume Card scheduling and service points
- Request a green card
- View the list of Glass Repair service points
- Learn how to manage and report a Breakdown
- Learn how to manage and report an Accident/Theft
- Get information about Road Assistance
- Get information about Car Return process
- Access useful documents.

### Ayvens mobile app

Ayvens on my (smart) phone, with no phone calls.

Our brand new mobile app Ayvens is at your disposal. We are able to perceive every single new need that you have and offer the ideal solution. This time, we created for you this absolutely useful app in its friendliest version.

Download it now from the App Store (iPhone, iPad), Google Play or the Windows Phone Store by typing: Ayvens.

# Your Opinion Counts

**Ayvens pursues continuous improvement with the services provided.**

**Our aim is to:**

- listen carefully to our Customers and Drivers and take their opinion seriously
- respond promptly and effectively to any question
- find the right solutions for each customer
- communicate in a simple and straightforward manner
- provide objective information

**Help us improve our services.** Share with us your opinion, your comments, even your complaints by filling out the form you will find on our website [www.ayvens.gr](http://www.ayvens.gr), in the YOUR OPINION section, or by calling us directly at the Driver's Help Line on +30 210 6100050.







# Vehicle Docs & Accident Statement Report Forms



Ayvens Greece

**Athens:**

17 A. Papandreou str., 15124, Marousi  
Tel: 210 6898760-3

**Thessaloniki:**

5 Agiou Georgiou str., 57001, Pilea, Thessaloniki  
Tel: 2310 365448

[www.ayvens.gr](http://www.ayvens.gr)