

# Driver's Manual

To allow you  
to use your  
vehicle to its  
full potential.

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# 01 Welcome to Ayvens

**This manual is intended to make it easier to use your vehicle to its full potential.**

Please follow the instructions, and, if you have any questions, contact the Helpline at **800 20 42 98\*** that will guide you on how to proceed.

Throughout this manual, you will be able to watch several videos or access the links available.

\*Toll-free call



## 02

# Documentation that must accompany your Vehicle



### Registration Certificate

or, temporarily, the customs declaration.

### Green Card

with insurance label or, temporarily, evidence of valid insurance.

### Maintenance Booklet

service / manufacturer's warranty.

### Mutual Statement

for car accidents.

## 03

# For safer and more comfortable Driving

### Always

- ✓ Respect the Highway Code.
- ✓ Respect the car's weight and passenger limits.

### Verify

- ✓ The pressure and overall state of the tyres.
- ✓ Oil and water levels regularly.

### Fulfill\*

- ✓ The manufacturer's maintenance plan.

\*Failure to strictly adhere to the maintenance intervals may render any warranties or reimbursements from the manufacturer null and void.

## 04 The maintenance of your vehicle

### ✓ Includes

- Servicing
- Oil changes at intervals set by the manufacturer
- All kinds of repairs, even the ones not foreseen by the manufacturer
- Adblue when purchased
- Tyres when purchased
- Repairs resulting from normal wear and tear of the car
- Maintenance and replacement of alarms and other accessories (as long as they are in accordance with what was agreed to in the contract)

### ✗ Excludes

- Repairs due to accident, collision, theft, or fire, not covered by the insurance



05

## Hassle-free vehicle **maintenance**

In order to schedule maintenance without complications, Ayvens has a range of tools available, at any time, from anywhere.

### Using your mobile phone

#### Ayvens App

Allows you to easily schedule car servicing, get directions and contact information for the nearest workshop, schedule a car return, report a claim, and obtain roadside assistance (follow the tow truck's route).



**Android**

**IOS**

### Or access

#### Oficina Fácil

The online platform for finding the nearest workshop and scheduling an appointment.

#### My Ayvens

Driver's dedicated tool for checking and updating information, clarifications, requests and claims.

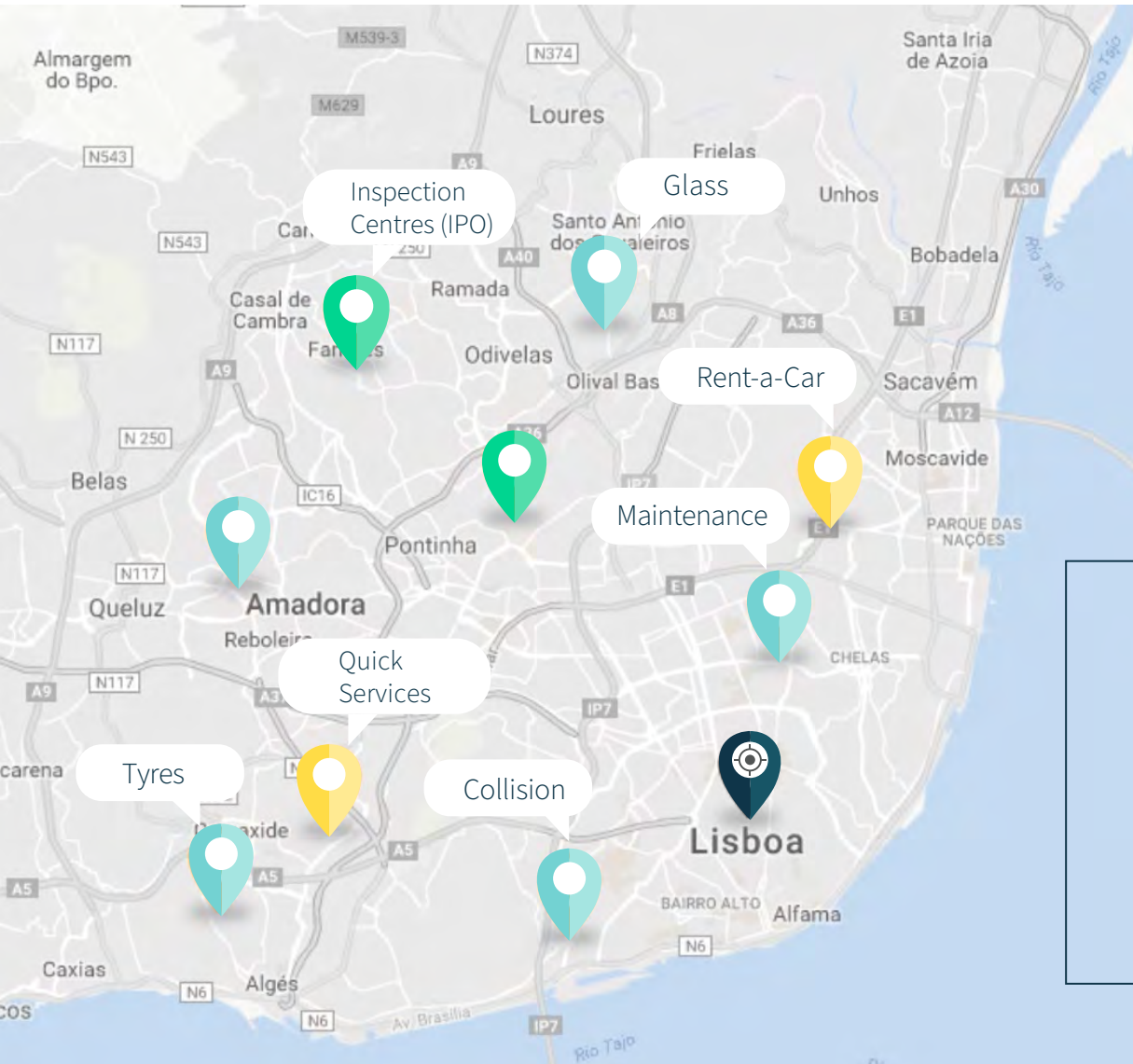


The app and it's functions \_vídeo

Schedule your servicing online in the **Ayvens App** at **oficinafacil.ayvens.pt** or through **My Ayvens**.

# 06

## Locate and schedule an appointment **with your nearest supplier**



To schedule an appointment, simply **access any of the platforms, check the network of suppliers** (see legend) and complete the quick form to **schedule maintenance and a replacement vehicle\*** (in case it was purchased). To do this, simply select the desired date and time (from the available dates).

\*Only applicable within the national territory

- Premium
- Recommended
- Standard
- Not rated
- No preference

Oficina Fácil \_vídeo

\*Illustrative image of the many services

## 07 What should I do in case of...

### Servicing

1. Schedule an appointment using the platforms

- Oficina Fácil
- My Ayvens
- Ayvens App



Android

IOS

or by calling **800 20 42 98\***, in Portugal, or **+351 21 446 88 94\***, abroad.

2. If purchased, check one of the platforms mentioned above to book a replacement vehicle. Alternatively, please contact Ayvens by calling **800 20 42 98\***.
3. After booking with Ayvens, go to the workshop and identify yourself as a Ayvens Driver.
4. When applicable, ensure that the service is recorded in the car's service booklet (physical or digital).



### Quick Services

1. For oil, adblue\* or coolant refill and brake pads, light bulbs or windshield wiper blades replacement, among others, check the "Quick Services" available on the Oficina Fácil platform or on the Ayvens App. Alternatively, please contact Ayvens by calling **800 20 42 98\***.
2. Go to the selected supplier and identify yourself as a Ayvens Driver.
3. We also have a pre-inspection service available at an associated cost of €40 + VAT, so that you can find out about any damage done to the vehicle and how to repair it with or without activating the insurance, before returning it.

\*Toll-free call

\*Domestic landline call

\*If you have not purchased it, this service will be billed later





## Accident

Always fill out the **Mutual Car Accident Statement (DAAA)** and, whenever possible, take pictures of the accident site, in order to better ascertain liability.

### A. With insurance purchased through Ayvens

1. In case the vehicle is immobilized, access the **Ayvens App** to request Roadside Assistance and a replacement vehicle\*.

See how here:

**Android**

**IOS**



Alternatively, contact the Helpline by calling n° **800 20 42 98\*** in Portugal, or **+351 21 440 09 10\*** broad.

2. Send the statement to the email [sinistros@ayvens.com](mailto:sinistros@ayvens.com).

### B. Sem seguro contratado pela Ayvens

1. Contacte a Assistência em Viagem da companhia de seguros.
2. Caso não exista este serviço, contacte a Linha de Apoio pelo n° **800 20 42 98\*** em Portugal, ou pelo n° **351 21 440 09 10\*** no estrangeiro, sendo que os custos inerentes serão debitados.



## Breakdown

If the car becomes immobilized or a malfunction light turns on and the car's instruction manual advises immobilization:

1. Access the **Ayvens App** to request Roadside Assistance and a replacement vehicle\* (if it was purchased). Alternatively, please contact the Helpline at **800 20 42 98\*** in Portugal, or at **+351 21 440 09 10\*** abroad.
2. For insurance purchased or managed through other means, contact the Roadside Assistance of the insurance company. *stência em Viagem da companhia de seguros.*

If you need an **emergency repair** and using a Ayvens Network partner is impossible, **please contact the Helpline.**

**Important:** Contact the Helpline at n.º 800 20 42 98\* for further information before proceeding with any repairs at your own cost.

\*Toll-free call

\*Domestic landline call

\*Only applicable within the national territory



Claims \_vídeo



Roadside Assistance \_vídeo

## Theft / Stolen Vehicle

1. Contact the Helpline at nº **800 20 42 98\*** in Portugal, or at **351 21 440 09 10\*** abroad, to get Roadside Assistance and a replacement vehicle\*.
2. Fill out the **Mutual Statement** (mandatory) and send it to the email **sinistros@ayvens.com**
3. In the case of theft or a stolen vehicle, **the authorities must be notified and a report must be obtained**, which must accompany the Mutual Statement.

\*Only applicable within the national territory

## Tyre Change, Steering Alignment, Wheel Balancing

1. Check the **Oficina Fácil** platform or the **App Ayvens** and select the **most convenient supplier**. Alternatively, contact the Helpline (800 20 42 98\*).
2. Go to the workshop and identify yourself as a Ayvens Driver.

In order to maximize tyre usage, swap the rear tyres with the front ones to ensure even wear.

\*Toll-free call

\*Domestic landline call

## Isolated Glass Breakage

Always fill out the **Mutual Car Accident Statement**.

For insurance purchased or managed by Ayvens check the **Oficina Fácil** platform or the **App Ayvens** and go to the glass supplier that is most convenient for you, or call the tow truck using the App. Alternatively, contact the Helpline (800 20 42 98\*).

Hand in the Mutual Car Accident Statement to the workshop where the repair is scheduled.

For insurance purchased through other means, contact the insurance company.

Check **tyre pressure regularly**.

Whenever necessary **do a steering alignment**.





## Replacement Vehicle

If purchased, when the driver needs a replacement vehicle\* they should contact Ayvens by calling the Helpline at **800 20 42 98\*** in Portugal, or by calling **351 21 440 09 10\*** abroad, and make the respective reservation. Whenever the vehicle is in use, the reservation must be requested **2 business days in advance.**

The replacement vehicle is available according to the level of service chosen by the client:

### Standard

Collection and return of the vehicle at the rent-a-car.

### Vip

Travel between the workshop and the rent-a-car counter covered by Ayvens, via TVDE Voucher.

\*Toll-free call

\*Domestic landline call

\*If you have not purchased it, this service will be billed later



### Important Notes:

When picking up the replacement vehicle, the driver must have the following documents with them: Driving license, tax identification number and Citizen's Card.

**Whenever a replacement vehicle is delivered to a workshop and there is no checking, together with the supplier, of the fuel level and possible damage to the vehicle, Ayvens is not liable for any costs arising from the use of this service.**

The lease contract insurance does not apply when you drive the replacement vehicle. In these cases, the rent-a-car company insurance conditions apply.



## Mandatory Periodic Inspection

It is the driver's responsibility to submit the car to mandatory periodic inspections. Check the **Oficina Fácil** platform or the **App Ayvens**. Alternatively, contact the free Helpline (800 20 42 98\*).

Go to the selected Inspection Centre and identify yourself as a Ayvens driver.

The vehicle inspection should be carried out no later than the date of registration, and may be carried out within the 3 months preceding that date and in accordance with the following rules:

### Light passenger vehicle:

**4 years after the registration date** - After the 1st inspection, the process should be repeated every 2 years until it reaches 8 years and then annually thereafter.

### Ligeiros de mercadorias:

**2 years after the registration date** - After the 1st inspection, the process should be repeated annually.

\*Toll-free call



Returning the Vehicle \_vídeo



## Return of the Vehicle

There are two ways of returning the vehicle at the end of the lease contract.

### Find out more here

[ayvens.com/en-pt/services-and-faq/return-your-car/](https://ayvens.com/en-pt/services-and-faq/return-your-car/)

The return of the vehicle must be, without fail, accompanied by the following objects and documents, otherwise it will not take place:

- Vehicle Registration Certificate (DUA) Car
- keys
- Certificate of (approved) Mandatory Periodic Inspection

If the driver is interested, they can use a pre-inspection service, with an associated cost of €40 + VAT, so that they can find out about any damage to the vehicle and whether it should be repaired, with or without activating the insurance, before returning it. Learn more **here**

To find out which damages are acceptable when returning the vehicle, check the **Reconditioning Manual** at:

### Reconditioning Manual

[ayvens.com/en-pt/services-and-faq/useful-downloads/](https://ayvens.com/en-pt/services-and-faq/useful-downloads/)

Note: The car must be returned in clean condition allowing for the verification of its state of preservation.

## 08 Filling out the **Mutual Car Accident Statement (DAAA)**

**Install the mobile Ayvens APP and file a claim right now\***



Fill out the fields in the form and add photos that show the situation and any damages

**More information = more agile expert processm mais ágil**

\*In case you are unable to sign up on the App, please contact us at **800 20 42 98\***

- If an accident with the vehicle occurs, a **DAAA form must be filled out.**
- This statement must always be **completely filled out and signed by the parties involved** at the scene of the accident.
- A single form (in duplicate) must be used for a **collision with two vehicles, two copies for a collision with three vehicles**, and so on.
- Each party must retain a copy of the DAAA, and it is mandatory to mark the number of crosses in the DAAA in the appropriate location.
- After it is duly filled out (including the reverse side) and signed by the parties involved, the DAAA must be sent with **utmost urgency** to the email: **sinistros@ayvens.com**

### Towing Service



In case the vehicle is unable to travel, you should contact **Roadside Assistance** by calling **800 20 42 98\*** in case you are abroad please contact the number **+351 21 440 09 10\***. Never accept or request a towing service that is not indicated by the Service Provider of the Roadside Assistance coverage purchased through Ayvens.

\*Toll-free call

\*Domestic landline call



# Mandatory fields.

## Important Note:

Failure to comply with these recommendations may compromise and/or delay the settlement of the claim and make it difficult to ascertain liability.

**DECLARAÇÃO AMIGÁVEL DE ACIDENTE AUTOMÓVEL**

Deve ser preenchida e assinada pelo SEGURADO e enviada à sua companhia, com urgência, num prazo inferior a 5 dias.

Deve OBRIGATORIAMENTE ser assinada pelos DOIS condutores

1. DATA do acidente: \_\_\_\_\_ Hora: \_\_\_\_\_ 2. LOCAL (Estado/rua, localidade e concelho): \_\_\_\_\_ 3. Haver FERIDOS (ver item 9)  SIM  NÃO

4. Haver DANOS MATERIAIS (ver item 7)  SIM  NÃO 5. TESTEMUNHAS (Nomes, moradas e telefones. Indicar se são passageiros dos veículos A ou B)  SIM  NÃO

**VEÍCULO A**

6. SEGURADO (ver documento de seguro)  
Apelidos: \_\_\_\_\_  
Nomes: \_\_\_\_\_  
Morada (e código postal): \_\_\_\_\_  
Telefone (de 9h às 18h): \_\_\_\_\_  
Passou o seguro recebido a LXA, relativamente ao veículo?  NÃO  SIM

7. VEÍCULO  
Marca e modelo: \_\_\_\_\_  
N.º de matrícula (ou do motor): \_\_\_\_\_

8. COMPANHIA DE SEGUROS  
Apelido (e seu código provincial): \_\_\_\_\_  
Disponibilidade: \_\_\_\_\_  
N.º de Carta Verde: \_\_\_\_\_  
Carta Verde:  válida até \_\_\_\_\_  
Ou tem este veículo outro seguro?  NÃO  SIM

9. CONDUTOR (ver licença de condução)  
Apelidos: \_\_\_\_\_  
Nomes: \_\_\_\_\_  
Morada (e código postal): \_\_\_\_\_  
Licença de condução: \_\_\_\_\_  
Categorias (A, B, ...): \_\_\_\_\_  
Válida até: \_\_\_\_\_

10. INDICAR POR MEIO DE SETA (O PONTO DE ABATE INICIAL)

11. DANOS VISÍVEIS

12. CIRCUNSTÂNCIAS DO ACIDENTE  
Marcar com uma cruz (X) as circunstâncias aplicáveis, a todo o seguro para melhor compreensão do esquema do acidente.

13. ESQUEMA DO ACIDENTE  
Indicar: 1. O momento do acidente; 2. Descrição (por meio de setas) dos veículos A e B; 3. Sub-grupo no momento do acidente; 4. Sinal de trânsito; 5. Nome das ruas ou vias locais.

14. OBSERVAÇÕES

15. ASSINATURAS DOS CONDUTORES  
A \_\_\_\_\_ B \_\_\_\_\_

16. OBSERVAÇÕES

Deve ser preenchida e assinada pelo SEGURADO e enviada à sua companhia, com urgência, num prazo inferior a 5 dias.

1. SEGURADO  
Nome: \_\_\_\_\_  
Profissão: \_\_\_\_\_ Tel. (9h às 18h): \_\_\_\_\_

2. CONDUTOR  
Profissão: \_\_\_\_\_ Tel. (9h às 18h): \_\_\_\_\_  
Idade: \_\_\_\_\_ É o condutor habitual da via?  SIM  NÃO  
Tem seguro de Carta Verde?  SIM  NÃO Caso afirmativo: Seguradora: \_\_\_\_\_  
N.º de matrícula (ou do motor): \_\_\_\_\_

3. DESCRIÇÃO PORMENORIZADA DO ACIDENTE  
ESQUEMA (caso não esteja já desenhado na frente)

4. IDENTIFICAÇÃO DE OUTRAS TESTEMUNHAS

5. Em sua opinião quem foi o culpado e porquê? \_\_\_\_\_

6. Foi levantado auto pelas autoridades?  IGNR  PSP  Pôrte/Brigada/Esquadra de: \_\_\_\_\_  
Qual? \_\_\_\_\_  
Alguns dos intervenientes foi submetido ao teste anti-alcóolico?  SIM  NÃO  
Qual? \_\_\_\_\_

7. DADOS REFERENTES AOS VEÍCULOS

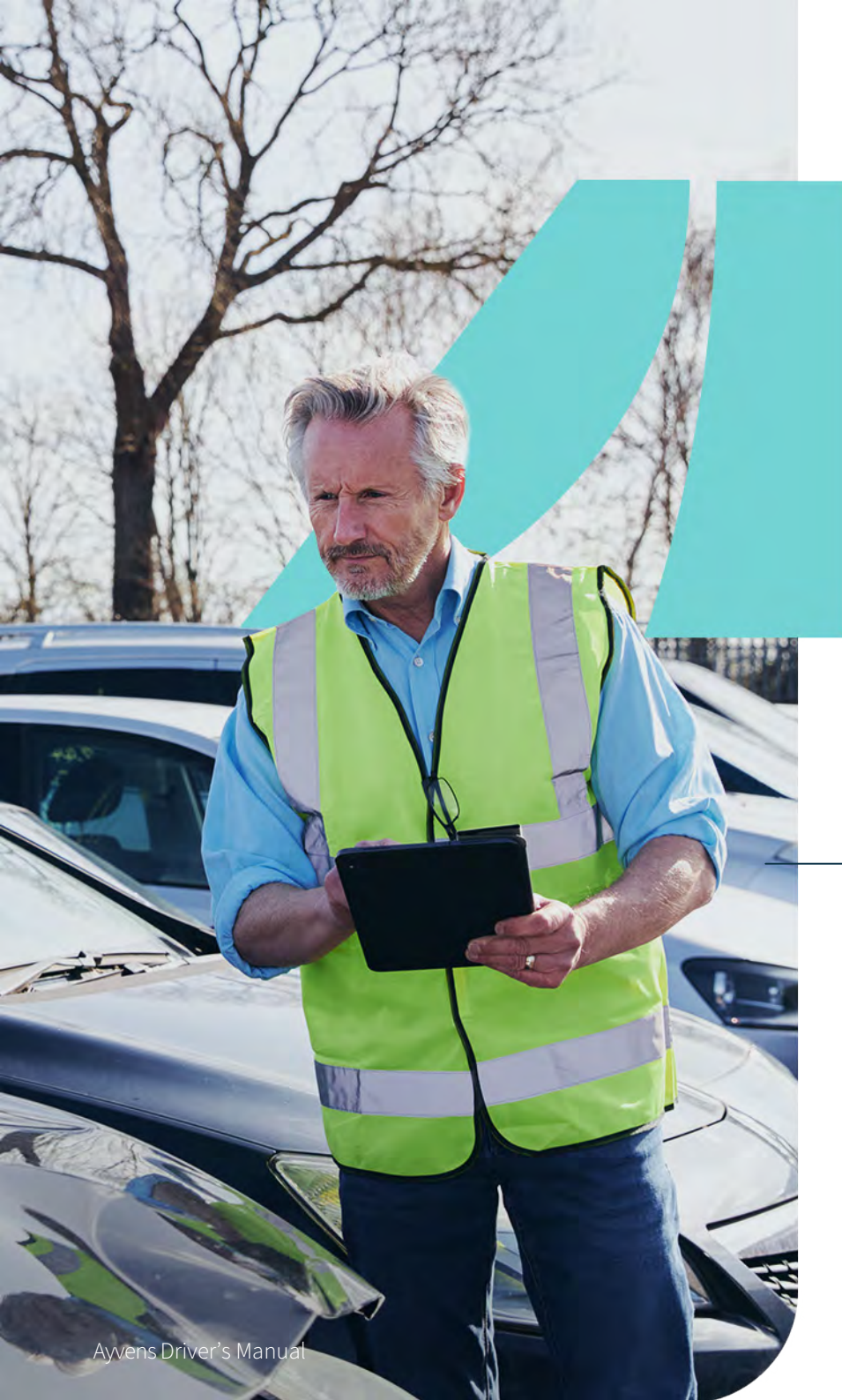
SEGURADO	Duas rodas <input type="checkbox"/>	TERCEIRO	Duas rodas <input type="checkbox"/>
<input type="checkbox"/> Pesado <input type="checkbox"/> Particular <input type="checkbox"/> Aluguer	Características	<input type="checkbox"/> Pesado <input type="checkbox"/> Particular <input type="checkbox"/> Aluguer	
	Dir		
	Título ou registo de propriedade		
	Existem danos anteriores? Quais?		
	Pode circular?		
	Refreios atuados?		
	Oficina reparadora		
	Endereço e telefone		

8. OUTROS DANOS MATERIAIS ALEM DOS CAUSADOS AOS VEÍCULOS A e B:  
Nome e morada dos proprietários: \_\_\_\_\_  
Naturaleza dos danos: \_\_\_\_\_

9. FERIDOS  
Nome: \_\_\_\_\_  
Morada: \_\_\_\_\_  
Profissão e idade: \_\_\_\_\_  
Lesões sofridas: \_\_\_\_\_  
Principais sintomas: \_\_\_\_\_  
Hospitalizado em: \_\_\_\_\_  
Indique se era:  Peço  Douante do veículo A  ou B  Peço  Douante do veículo A  ou B

10. O condutor de outro veículo, bem como o proprietário dos bens atingidos, ou qualquer dos feridos, é parente  sócio  empregado  mandatário do segurado ou do condutor do veículo seguro? Especificar: \_\_\_\_\_

11. LOCAL E DATA DESTA PARTICIPAÇÃO  \_\_\_\_\_ 12. ASSINATURA DO SEGURADO \_\_\_\_\_



## Recommendations in case of an accident

- Stay calm and take photographs of the accident site.
- Identify possible witnesses and collect information about them (name, address, telephone number, etc.) and give this information to the police authorities so that they can be included in the Police Report.

## Request the presence of police authorities whenever:

- There are wounded or dead;
  - The driver of the other vehicle does not have a valid insurance document or refuses to show the driving license and/or other necessary elements;
  - The driver of the other vehicle shows evidence of being drunk or under the influence of drugs;
  - Whenever there is a difference of opinion about the accident;
  - If there is refusal to complete and sign the DAAA;
- 
- Take note of the identification of the intervening law enforcement officer (name, corporation, etc);
  - Maintain the position of the vehicles involved in the accident, in case the presence of the police authorities has been requested.



For any further clarification, please contact the Helpline **800 20 42 98\***

\*Toll-free call

## 09 Drive-In Collision expert service

Ayvens, in partnership with its insurer Ayvens Insurance, offers its customers **an innovative car expert service associated with the insurance product.**

This service, called **Drive-In Expert**, consists of providing Ayvens customers with an expert resident at a collision centre in the areas of **Lisbon and Porto**, offering **complete time flexibility** in carrying out the expert service: **Business days from 8:30 am to 11:30 am**, alternatively, at the Queluz Centre **from 2:30 pm to 5 pm.**

The customer can go to the Drive-In Expert centres and wait around 30 minutes for the expert service to be carried out, **thus avoiding the traditional downtime of the vehicle for a whole day and the inconvenience that this always entails for drivers.**



To find out more about this service, please call the Helpline at **800 20 42 98\***

\*Toll-free call





# 10 Usage Advice

- Regardless of what alerts the car has, it is necessary to regularly check the oil and water levels. Warning systems are not effective in all situations, so the only 100% safe method of controlling the levels is checking the engine. This check is your responsibility.
- Regardless of the periodic checks required by the manufacturer, there may be a need to correct oil levels at any time during the use of the car, and any corrections are supported by Ayvens\*.
- Ayvens will not be held responsible for any breakdowns resulting from use with insufficient oil or water levels.



## Raising awareness for careful vehicle use \_vídeo

To avoid any surprises when returning the vehicle, use it carefully, respect the maintenance intervals and the reconditioning rules

\*in case of Adblue top up, it only applies when purchased

## Reconditioning rules

As your contract is coming to an end, **make sure that the return of your car will not include unforeseen costs**. Find out which damages are considered acceptable and not acceptable under Ayvens reconditioning rules.

Check the **Reconditioning Manuals** (for passenger or commercial vehicles) and use the Info-Card found in the cover of the Welcome Kit **to better identify damages acceptable to Ayvens**. The trimmed circumference and ruler on the edge help you to assess any dents and scratches.

### Reconditioning Manual

[ayvens.com/en-pt/services-and-faq/useful-downloads/](https://ayvens.com/en-pt/services-and-faq/useful-downloads/)

# 11 Ayvens **Tools**

## App Ayvens

In order to improve the experience for its Drivers, Ayvens provides a mobile application that allows direct connection from anywhere to Ayvens assistance services, 24 hours a day and 7 days a week, in the case of accident, glass breakage or roadside assistance.

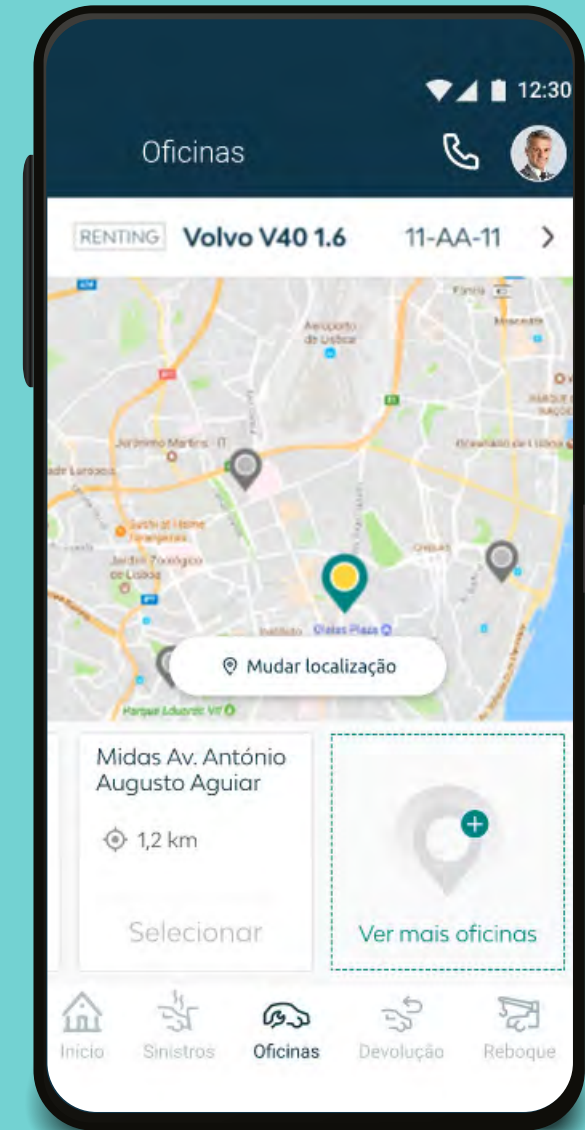
## The Ayvens App contains:

The Oficina Fácil platform, so that you can find the assistance points and partners nearest to the vehicle location.

Information about the car, including the vehicle's service history.

Relevant information for the delivery of the vehicle at the end of the contract.

**... And much more!**



**Android**

**IOS**



## Ayvens Facebook

Daily messages are available on the Ayvens Facebook page, with **information about new services, exclusive benefits and useful tips**. With this page, Ayvens intends to establish a direct dialogue with its drivers, in order to promote the sharing of content and, at the same time, support them in their daily lives.

In addition, you will have access to the **Ayvens Bot**, an automated messaging system via Messenger that allows you to:

- Get quick responses to your questions.
- Find out about current campaigns.
- Schedule your car's maintenance or return.
- Locate the nearest workshops.

Visit us at: [www.facebook.com/ayvens.pt](https://www.facebook.com/ayvens.pt)

## Ayvens Blog

The Ayvens Blog offers an interactive experience and alerts all its readers of relevant content about the mobility sector, through reports, interviews and other notes. In addition to the paper edition, the Blog is also available on its own website, so you can enjoy it on your mobile phone or tablet.

Visit us at: <https://www.ayvens.com/en-pt/blog/>

# 12 Contacts

## Ayvens Contacts

### Free Helpline

**800 20 42 98\***

Available 24 hours a day,  
365 days a year

\*Toll-free call

\*Domestic landline call

### When abroad, dial:

**+351 21 440 09 10\***

**servico.cliente@ayvens.com**

Visit our **Frequently Asked Questions** page at:

**[www.ayvens.com/en-pt/services-and-faq/](http://www.ayvens.com/en-pt/services-and-faq/)**





 **ayvens**  
SOCIETE GENERALE GROUP

## **Ayvens**

### **Lisboa:**

Lagoas Park - Edifício 6  
2740-244 Porto Salvo

[servico.cliente@ayvens.com](mailto:servico.cliente@ayvens.com)

### **Porto:**

Edifício Burgo, Avenida da Boavista,  
1837 - 7º andar - sala 7.1 • 4100-133 Porto

**Customer Service: 800 20 42 98**