

A man in a dark pinstriped suit and tie is smiling from the driver's seat of a car. The car is dark blue. In the background, a woman is visible in the passenger seat, also smiling. The background is blurred, suggesting motion or a shallow depth of field.

It's easier to leaseplan

Drivers' Manual



It's easier to leaseplan

Dear Customer,

Greetings in LeasePlan's fleet and congratulations on your new company car! We hope you will enjoy the drive and become a satisfied member of the community of LeasePlan drivers.

This document was created for you in order to quickly find answers for your question while driving a LeasePlan car.



Vehicle maintenance related questions?
Would like to book appointment for maintenance or repair?

Driver Center

online: leaseplan.hu/webszerviz | **Mobil app***

email: dc@leaseplan.hu

phone: **+36 1 236 36 65**



Flat tyre, accident or unexpected technical problem?
Assistance (0-24 breakdown hotline): **(+36 1) 483 3333**

*Can be downloaded free of charge from AppStore or Google Play

For more detailed information about LeasePlan services please visit www.leaseplan.hu.
LeasePlan wishes you safe driving!

Contents

	Handover of new vehicles	18
	Assistance – Breakdown	19
	Maintenance	20
	Tyre change	21
	Insurance	22
	Change and replacement of documents	25
	Rent-a-car or replacement car	26
	Handover of used vehicles	27
	Other useful information	29



Handover of new vehicles

Handing over a new car involves handing over all documents and accessories necessary to take part in traffic and benefit from LeasePlan services. When taking over your new car, please check your **personal data** on the documents and **verify the handover and the correctness of data** based on the following checklist:

- registration book
- operation manual (for additional accessories as well)
- warranty book
- maintenance booklet
- spare key(s)
- general accessories (flat tyre repair kit or spare tyre, jack, wrench set)
- regulatory accessories (warning triangle, first-aid kit, spare bulbs)
- validation sticker on the rear number plate and the registration sticker at the right-hand corner of the windscreen displaying the plate number of the vehicle
- driver authorization signed by LeasePlan
- international green card
- accident report form (blue-yellow colored printed form)
- the insurance company's damage report form (blue-yellow colored form)
- safety vest

Please confirm the takeover of your car by signing the **handover-takeover form**. Should you notice any wrong data or missing elements regarding the car or the documents listed above please indicate it on the handover-takeover form! Please also provide your personal data and availabilities on the form in order to be available for further questions.



Assistance 0-24 breakdown hotline

Phone (Both locally and from abroad): **(+36 1) 483 3333**

For our customers with **Assistance breakdown service** package LeasePlan offers an easy ride through the following services:

- on-the-spot repair to facilitate further mobility,
- in case of technical breakdown, accident or insurance event **rescue** and transportation to LeasePlan's repair and maintenance partners,
- organizing the driver's and passengers' further travel.

Before a journey abroad please request information from LeasePlan Driver Center if your Assistance service package includes services abroad. In case of no foreign service we recommend a service extension which can be easily done through LeasePlan Driver Center. In the event of extension please contact our Driver Center via e-mail at least one workday before your travel, please attach the written approval of you company's fleet coordinator.

Driver Center: **(+36 1) 236 3665** | dc@leaseplan.hu

LeasePlan Assistance Hotline is at your service to solve any problem emerging from unexpected events. The service is available through our Assistance Hotline: **(+36 1) 483 3333**.

Please confirm the operation performed on-site (including transportation) by signing the worksheet.

Should you have any complaint about the service please indicate it on the worksheet and also notify LeasePlan Driver Center!



Maintenance

(Repair and maintenance in case of non-insurance event)

Should repair or maintenance become necessary please indicate it on our user friendly online appointment booking interface, www.leaseplan.hu/WebSzerviz or by calling (+36 1) 236 3665.

For manufacturer's warranty validity, regular maintenance needs to be carried out **latest** in accordance with the prescriptions of the manufacturer at the duration/mileage indicated in the maintenance booklet. Regular maintenance is verified in the maintenance booklet by the stamp and signature of the authorized service, and the indication of the next service date. Should your maintenance booklet be missing or lost please notify us via www.leaseplan.hu/WebSzerviz as in case of a missing maintenance booklet our service partner has the right to refuse to carry out the repair! Only exceptions are cars with electronic maintenance booklets.

Since vehicles may only take part in traffic with a valid registration book and **technical test**, please book appointment at www.leaseplan.hu/WebSzerviz at least two weeks before the expiry of the technical test in order the test to be carried out in time.

In case of any abnormal operation or damage of the car, or loss of parts or accessories please report the problem through www.leaseplan.hu/WebSzerviz immediately.

When taking over your vehicle after repair or maintenance please make sure that the employees of our partner kept the conditions listed on the handover-takeover document and provided you with the necessary information about the repair. We recommend that you should try the car before takeover in order to verify its proper state!

Should you experience any faulty repair or mistake in the work executed on your car please indicate it on the worksheet, ask for a copy and send it to LeasePlan Driver Center!

Repair and maintenance of your vehicle can be carried out only by **LeasePlan contracted partners** and the cost is settled between LeasePlan and the workshop. LeasePlan will settle the emerging cost with your company according to our contract. **In case the repair is carried out in a workshop not part of the contracted partner network of LeasePlan the cost is on your company.**



Tyre change and repair

For **planned and seasonal tyre change** please book your appointments on our user friendly online appointment booking interface, www.leaseplan.hu/WebSzerviz.

In case you do not have online access you can call us on **(+36 1) 236 3665** for appointments.

Before the seasonal tyre change period we will send you an e-mail with all necessary information.

In case of unexpected tyre problem (eg. flat tyre) please call our 0-24 breakdown Hotline: **(+36 1) 483 3333**.



Insurance

Please always inform LeasePlan about any damage of the car so that we can facilitate efficient help and loss recovery.

Loss recovery is based on:

Liability insurance (KGFB) covers the damage which was caused by an identified other vehicle and the driver of that vehicle confirms liability, or a legally binding police verdict was given about the liability. **It is important to claim the presence of police in case of any accident caused by another party, even if the other party approves liability on the spot.** This is necessary in order to avoid further legal issues. **CASCO insurance** covers damages caused by unknown vehicles or the driver's own fault, partial or full theft, natural disasters, impairment of locks etc., according to the CASCO insurance conditions.

1. Damage, break, fire and natural disasters

According to the insurance policy, the damaged vehicle should be reported within two workdays after the insurance event. Assessment of claims is carried out at the repair and maintenance partner or at a location specified by you, on the basis of the damage or accident report form. Please report damage on our user friendly online appointment booking interface, www.leaseplan.hu/WebSzerviz or by calling **(+36 1) 236 3665**.

Documents necessary for reporting damage:

- the insurance company's **damage report form** (included in the users' package handed over with the car and can also be downloaded from **Downloads menu of www.leaseplan.hu**),

- in case of a crash involving two or more parties an accident report form (blue-yellow colored form, included in this driver's manual handed over with the car and can also be requested at LeasePlan Driver Center),
- copy of the registration book,
- copy of the involved driver's driving license,
- records or resolutions (if any) issued by authorities.

LeasePlan is to be informed of any damage. Fire damage should be reported to the **Fire Service** as well.

2. Theft, partial theft, impairment

Damage caused by theft, partial theft or impairment should be reported at the local police department. After filing a report please send a copy to LeasePlan Driver Center within two workdays.

Documents necessary for reporting damage:

- the insurance company's **damage report form** (included in the users' package handed over with the car and can also be downloaded from **Downloads menu of www.leaseplan.hu**),
- copy of the registration book,
- a copy of the record issued by authorities when filing a report,
- keys (only in case of theft and change of locks)

3. Independent glass damage

Any break or damage in a vehicle's standard window glass, caused by sudden, external accidental force is regarded as glass damage and should be reported via **www.leaseplan.hu/WebSzerviz** or by calling **(+36 1) 236 3665**.

Documents necessary for reporting damage:

- the insurance company's **damage report form** (included in the users' package handed over with the car and can also be downloaded from [Downloads menu of www.leaseplan.hu](#)),
- copy of the registration book,
- copy of the involved driver's driving license.

After reporting the damage to LeasePlan, our vehicle glass repair and replacement partner will contact you within two hours (on workdays), and fixes broken vehicle glass at a pre-arranged date at any location across Hungary, or, if necessary, replaces the damaged windshield, side or rear windows. Please apply the sticker attached to this drivers' manual handed over with the car on the area of the damage to prevent further contamination.

Conditions excluding or limiting the reimbursement of theft loss:

Please let us draw your attention to the most frequent reasons that may cause insurance companies to partially or totally refuse theft loss reimbursement:

- The **user cannot present the keys of the vehicle** (e.g. the key was left in the car, or was lost earlier; a copy of the key was prepared without the acknowledgement or authorization of the insurance company; the set of locks was not changed after the impairment of a lock).
- The predefined **safety equipment was not in good working order** (e. g. it was not switched on)
- If the **registration book was left in the car**, the insurance company will only reimburse 70% of the loss.



Change and replacement of vehicle documents

LeasePlan Customer Service should be notified **seven days before the expiry** of documents necessary for the use of your car – listed in section “Handover of new vehicles” – or in case of their loss or disappearance (including registration plate and car keys as well) immediately after realizing the issue.

Theft (loss) of registration book, registration plate and car keys should be reported at the local police station. Please send a copy of the record to LeasePlan Drive Center.

- The administration necessary to replace or change a stolen (lost) **registration book** or **registration plate** is carried out by LeasePlan. For details please visit [FAQ menu of www.leaseplan.hu](#).
- In case of loss of **car keys** we recommend that you should store your vehicle in a locked place and get it to one of our maintenance partner as soon as possible. Please report the event to our Driver Center as soon as possible because LeasePlan must notify the insurance company within 48 hours of the loss. At the same time LeasePlan will initiate lock change for loss prevention (locks will be changed after the assessment of claims).



Rent-a-car or replacement car

Please notify LeasePlan Driver Center **2 workdays in advance** in writing (dc@leaseplan.hu) about your **intention to rent a car, lengthen the rental period** or to **hand back a rental car**. Please follow this procedure also in case our maintenance partner is providing the rental or replacement car for the length of repair/maintenance.

As opening hours of our rent-a-car partners is from 8:00 till 17:00 the earliest possible delivery of the vehicles is 8:30, the latest is 16:30. Other deliver time is only possible for extra charge.

When taking over a rent-a-car/replacement car please **check** the followings:

- the category of the car is in line with your request
- warning triangle, first aid kit, spare bulbs, spare tyre, jack, wrench set
- milometer, fuel level
- any possible damage of the vehicle should be noted on the handover-takeover form
- the following documents should be available:
 - registration book, liability insurance
 - international car insurance
 - accident report form (blue-yellow colored form)
 - operation manual
 - rental contract
 - description of insurance conditions

Please always check the validity of any data included in the documents.

Please verify taking over your rent-a-car/replacement car by signing the rental contract and the general terms of rental and insurance conditions. Should you notice any damage, imperfection or faulty data concerning the car or the

related documents, please indicate it on the rental contract when taking over (!) the vehicle, or ask for an immediate repair! Please always keep safe a copy of the document completed with your remarks.

The following **costs** related to the rent-a-car are charged on your company:

- any cost related to an insurance event not covered by the insurance of the car rental company (Important: insurance conditions of car rental companies may differ from the insurance conditions offered by LeasePlan!),
- costs not included in the contract between LeasePlan and your company,
- fuel costs,
- fines.



Handover of used vehicles

In Budapest and its 20 km surroundings LeasePlan is taking care of **car return to our vehicle return site free of charge**. Handover process of cars at the end of the leasing term in this area is carried out according to the following steps:

- You notify LeasePlan Driver Center about your intention of handover (which car, where and when).
- Our logistic partner contacts you within 24 hours to finalize the place and date of handover (not later than the 5th working day after your notification). Our partner will provide all necessary information about the documents (**registration book, maintenance booklet, spare keys, radio code, other accessories etc.**) required for flawless handover. We can also arrange **transfer within 24 hours** or on an **exact date** specified by you but only for an additional charge.
- Please hand over the vehicle to our partner **washed and cleaned**.

- Handover is registered in a handover-takeover document signed by both parties. This document does not substitute the damage report form, which details the possible unfair wear elements of your car and their costs, completed by our independent expert.

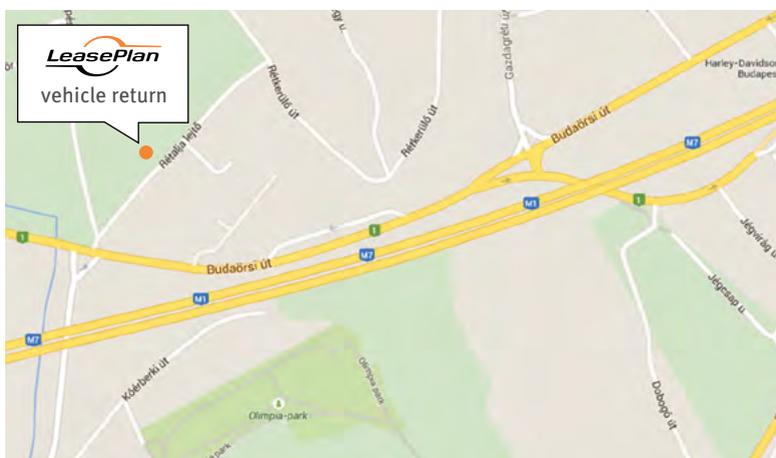
Outside of Budapest and its 20 km surroundings the user of the car is responsible for arranging the return of the car to our vehicle return site at the end of the leasing term. In case of return please make sure that you hand over all accessories (**registration book, maintenance booklet, spare keys, radio code, other accessories etc.**) received with the car at first delivery. In this case handover is also registered in a handover-takeover document signed by both parties.

Our vehicle return site accepts calls and delivered vehicles on workdays, from **8:00 to 18:00**.

Reálszisztéma – LeasePlan Used Car Depot

1112 Budapest, Budaörsi út 185-195. | Phone: (+36 20) 223 4370

Opening hours: weekdays 8:00-18:00





Other useful information



Fuel purchase:

If your purchase fuel with fuel card, please always provide the **actual km data** in order to have up-to-date fleet analyses available for your fleet manager and executives.



Other documents in the Driver's Manual:

- International insurance green card
- Accident report form (blue-yellow colored form)
- Driver's authorization



LeasePlan Driver Center:

Tel.: **(+36 1) 236 3665**

E-mail: **dc@leaseplan.hu**

Online: **leaseplan.hu/webszerviz** | **Mobil app***



LeasePlan Assistance (0-24 breakdown hotline):

(+36 1) 483 3333

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Emergency numbers

(Available both from landline and mobile.)

Ambulance 104 | Fire 105 | Police 107



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Driver Center

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Online: leaseplan.hu/webszerviz | **Mobil app***

Tel.: (+36 1) 236 36 65



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www.leaseplan.hu
www.leaseplanoutlet.hu
www.autotartosberlet.hu

The world leading fleet and vehicle management company



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