








ALPHABET



# Service guide

Assistance on the road

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**Note:** when using the listed service modules, please note the scope of services agreed with your company.

# Alphabet app

## Business mobility to go



Our goal is that you always achieve yours, which is why we have developed the Alphabet app. The Alphabet app supports you quickly and comprehensively where it matters: on the road.

### The most important services when you're on the move

- ✓ **Service partner search** – whether you're looking for a petrol station, a workshop or a charging station, you can find all Alphabet partners on the interactive map and be guided there directly.
- ✓ **Contract information** – all important data about your Alphabet lease agreement and the related services at a glance.
- ✓ **Claims management** – report claims quickly and easily in two steps directly via the Alphabet app.
- ✓ **Expenses and reimbursement** – submit the receipt for your cash outlay quickly and conveniently and receive your reimbursement without complications.

Entering your lease agreement number and your customer number is necessary in order to store your contract data in the Alphabet app. The necessary data is provided on delivery of your vehicle or by your personal account manager on request.

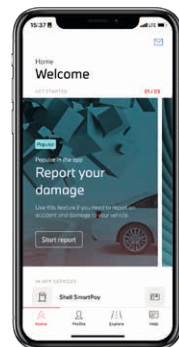
The **Alphabet app** is available free of charge – in the iTunes App Store, the Google Play Store or right here:



Download  
Alphabet app  
from **Google Play**



Download  
Alphabet app  
from the **App Store**





## 24-hour service hotline: +41 (0)800 818 418



The hotline is your first choice for quick help in the event of a breakdown, an accident or a damage claim.

### **What services are available from the hotline?**

- ✓ We provide you with quick and uncomplicated help in the event of a breakdown or an accident, whether you're on the road in Switzerland or abroad.
- ✓ We arrange for roadside assistance services, towing services or recovery services.
- ✓ We provide you with medical contacts and organise repatriation in the event of illness, and also rental vehicles.
- ✓ We help you to replace identity documents after a theft abroad.

# Claims management

## Help when it's needed



You can also rely on us when you need to make a claim. Alphabet claims management guarantees quick and uncomplicated processing. Use the Alphabet app to obtain help quickly in the event of a claim.

### What should you do if you have an accident?

- ✓ Put on your safety vest and secure the accident site (e.g. with a warning triangle).
- ✓ You must call the police if anybody is injured or in the event of third-party involvement, environmental pollution, damage caused by wildlife, a break-in, theft, vandalism or fire damage.
- ✓ In the event of an accident or claim involving third parties, a **European Accident Statement** must **always** be completed by all those involved.
- ✓ Report vehicle damage in our Alphabet app or to the 24-hour service hotline on **+41 (0)800 818 418**. If you prefer, you can use the Alphabet accident report form on our website at [www.alphabet.com/en-ch/reporting-claims](http://www.alphabet.com/en-ch/reporting-claims): simply fill in the PDF and send it with the **European Accident Statement** by e-mail to [alphabet@schadenzentrum.ch](mailto:alphabet@schadenzentrum.ch).
- ✓ Please always remember to accurately note the personal details of the other party, their vehicle and insurance details as well as the contact details of any witnesses to the road accident.
- ✓ If the other party's vehicle is registered abroad, ask them to give you their Green Insurance Card.
- ✓ Never sign an admission of guilt or a document waiving claims for damages from third parties.
- ✓ If possible, document the scene of the accident while you are there using sketches or photos.



Alphabet  
accident report form



E-mail address  
of the claims centre

# Insurance management

Peace of mind even while you're on the road



Mishaps can occur quickly and are also remedied quickly by our insurance management. With the Alphabet insurance service or Alphabet damage coverage, you are perfectly safeguarded in every situation thanks to the following products.

## **Liability insurance**

Motor vehicle liability insurance covers the damage you cause to third parties with your vehicle. It guarantees compensation for road traffic accident victims and protects you from the economic consequences.

## **Partial coverage insurance or partial damage coverage**

Partial coverage insurance or partial damage coverage covers both glass breakage as well as damage if your vehicle is stolen. Damage caused by the forces of nature or collisions with animals is also insured.

## **Fully comprehensive insurance or full damage coverage**

Fully comprehensive insurance or full damage coverage covers the damage to your vehicle if you have caused an accident. It also covers vandalism. If you have any further questions concerning your insurance coverage, contact the person responsible at your company.

# Fuel and charging management

## Refuelling and charging made easy



Alphabet's fuel and charging management gets the best out of your vehicle fleet, because we offer you the appropriate fuel and charging cards. This means that you will always have the optimum solution for your vehicle fleet.

### Replace an Alphabet fuel card and request a new PIN

In the following cases, you can request a new replacement fuel card or a new PIN easily and conveniently at [www.alphabet.com/en-ch/replacing-fuel-card](http://www.alphabet.com/en-ch/replacing-fuel-card) or via the Alphabet app:

- ✓ If the current fuel card is damaged, lost or stolen
- ✓ If the PIN code is lost, e.g. due to an internal vehicle switch
- ✓ If the expiry date has passed and a new card has not been received



Replace fuel card  
or request new PIN





## Workshop service

Safe on the road, mobile at all times



As part of your full-service contract, Alphabet undertakes the maintenance/inspections and wear-related repairs specified by the vehicle manufacturer.

### What do I need to do in the event of maintenance or repairs?

- ✓ Present your service card with your vehicle's service booklet when you visit the workshop.
- ✓ Have maintenance or repairs carried out exclusively at the vehicle manufacturer's Authorised Repairers.
- ✓ Always adhere to the service intervals specified for your vehicle.
- ✓ Alphabet's 24-hour service hotline is available by calling **+41 (0)800 818 418** in the event of a technical defect ("breakdown").

- ✓ Before having repair work carried out abroad, please call Alphabet's 24-hour service hotline on **+41 (0)800 818 418** to clarify exactly what you need to do.
- ✓ If the repair costs exceed CHF 500.00 net, the workshop must obtain Alphabet's approval before starting the repair work.
- ✓ Invoices for maintenance work and wear repairs that are carried out in Switzerland are paid directly by Alphabet. Do **not** pay for this in advance, and contact your Alphabet account manager if in doubt.
- ✓ As the customer, you are required to pay in advance for maintenance work and wear repairs that are carried out in other European countries. Alphabet reimburses the amounts of the contractually relevant costs that would have been incurred for services performed in Switzerland.

The mobile service partner search function in the Alphabet app directs you to the nearest Authorised Repairer in the Alphabet service partner network.



Find Alphabet  
service partner



E-mail address  
of the claims centre

# Tyre service

Service with no hidden costs



Alphabet covers the costs for wear-related tyre replacement within the scope of the services agreed with your company, organises the delivery of your vehicle with (fitted) winter wheels/tyres and offers you a comprehensive tyre partner network for additional tyre services (e.g. tyre storage).

## What is the procedure for the Alphabet tyre service?

- ✓ Arrange an appointment early on with one of our tyre partners to have your seasonal tyre changes carried out. You can find them at [www.alphabet.com/en-ch/partners](http://www.alphabet.com/en-ch/partners).  
Please note that fitting winter tyres is mandatory depending on the situation, and drive with winter tyres between October and Easter (rule of thumb).
- ✓ Present your service card to your tyre partner at each appointment. It provides information about the agreed services.
- ✓ The mobile service partner search function in the Alphabet app directs you to the nearest tyre service station operated by Alphabet tyre partners and affiliated BMW/MINI and AMAG Authorised Repairers.



Find Alphabet  
tyre partner



**Alphabet Fleet Management (Switzerland) Ltd**, A BMW Group company

**Address** Industriestrasse 20, 8157 Dielsdorf, Switzerland **Telephone** +41 (0)58 269 65 67

[www.alphabet.ch](http://www.alphabet.ch)