

ALPHABET

Driver's Guide

All services, one
single number

911 951 951

Customer Service

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A portrait of a middle-aged man with short, graying hair, wearing dark-rimmed glasses, a white collared shirt, and a dark suit jacket. He is looking directly at the camera with a slight smile. The background is a plain, light gray.

1. Welcome

Dear driver,

Welcome to Alphabet, a multi-brand fleet and corporate mobility management company within the BMW Group.

It is a pleasure for me to tell you that, from this moment on, our entire team's main goal is your complete satisfaction with the service you receive.

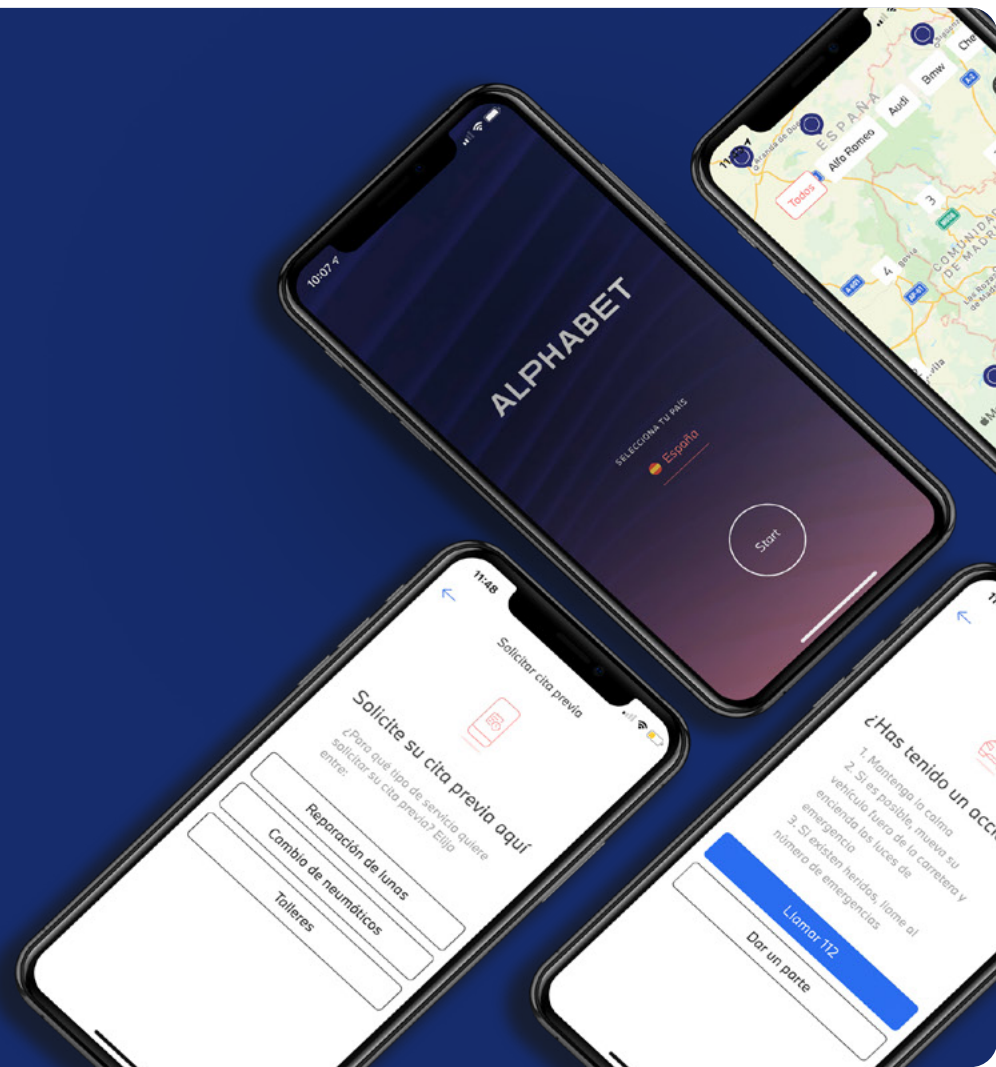
Our company stands out for offering a more comprehensive renting product and an easier service, which means less effort and more mobility for you. To achieve this, we provide you with our Customer Service team through a single phone number, 911 951 951, which you can call for any enquiry 24 hours a day, 365 days a year.

The Guide you are holding provides a summary of the information you need to make the most of Alphabet's services. I am sure you will enjoy the journey we are now starting together.

Kind regards,
Alberto Copado
Managing Director

2. Alphabet App

Download it now at:



Alphabet App, the driver app

Discover all the benefits of linking your renting contract to Alphabet App and enjoying mobility wherever you go.

Activate your contract in Alphabet App and forget about hassle. Everything that matters is just one click away. Plus, our app is continuously evolving with improvements and new features. Discover everything you can do with Alphabet App here: <https://www.alphabet.com/es-es/alphabetapp.html>



Link your renting contract



Book a workshop appointment



Find your points of interest



Report damage online



Gestión de multas



Download your insurance certificate



Buy your renting vehicle



Download the driver guide



24/7 roadside assistance



And many more services



A photograph of two women in professional attire standing outdoors. The woman on the left, with long brown hair and wearing a green blazer over a blue and white striped shirt, is pointing at a tablet held by the woman on the right. The woman on the right has dark curly hair and is wearing a light purple blazer. They are both looking intently at the tablet. The background is a blurred outdoor setting with a building and trees.

3. Documentation

Documentation

The documentation that must be kept with the vehicle includes:

- Vehicle registration document and technical data sheet.
- European Accident Statement.
- Delivery note.
- Vehicle owner's manual.
- Copy of the insurance certificate.

In addition, at the time of delivery the vehicle must include the following items:

- Alphabet bag with geolocation beacon, spare bulbs set, approved reflective vest, ice scraper and gloves.
- Duplicate key, if applicable. Some models and brands may be supplied with a single key, or alternatively a digital key card.
- Vehicle tools for changing a wheel or a tyre repair kit.

In the case of **Alphabet Renting Flexible**:

- You will be given a copy of the technical data sheet and the vehicle registration document.
- The vehicle maintenance and warranty booklet and the spare key will not be included.

If you notice that any of the documents or items listed above are missing, contact our Customer Service team on **911 951 951** to request them.



A man wearing a red hard hat, a black t-shirt, and a high-visibility orange safety vest with reflective silver stripes stands in the open back of a white van. He is looking towards the camera. The van's interior is visible, showing shelves and a light fixture. The background shows a cloudy sky and some industrial buildings.

4. Roadside assistance

Roadside assistance

In the event of a breakdown or an accident that immobilises the vehicle, contact our Customer Service team on **911 951 951** and select option 1 (breakdown cover) to request assistance. Remember that you also need to call to report the claim. Please note that we will ask you for the following information:

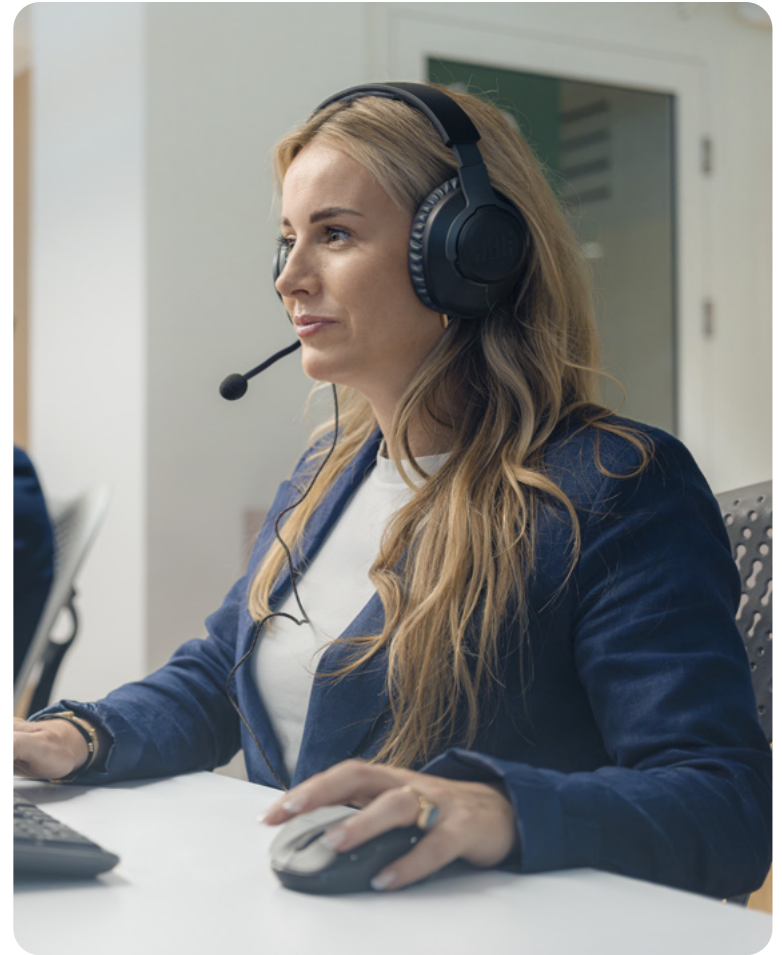
- First and last name.
- Licence plate number.
- Address and exact location.
- Contact mobile phone number.
- Type of assistance required.

Our average response time is 45 minutes.

If you have a breakdown or an accident abroad, contact our Customer Service team on **911 951 951**, remembering to dial Spain's international prefix (0034).

If you are going to use the vehicle outside Spain for more than 7 consecutive calendar days, you must inform Alphabet in advance by calling **911 951 951**.

In addition, when you request the service, we will send you an SMS that will allow you to track the tow truck's geolocation and see the estimated time of arrival at your vehicle's location.



A man with a beard, wearing a blue jacket with 'ALPHABET' on the chest and blue jeans, is kneeling and cleaning the headlight of a dark-colored car with a light blue cloth. The car is parked in a garage. In the background, another car is visible, and the word 'ALPHABET' is partially visible on a wall. The scene is lit with soft, indoor lighting.

5. Bodywork repairs

Bodywork repairs

In case of an accident

Contact our Customer Service team on **911 951 951** and select option 2. We will guide you through the steps to follow. If there is another party involved, even if your vehicle has not been damaged, you must complete the European Accident Statement. You can find it with the rest of the documentation in the glovebox or in the delivery pack. You'll also have it available in the app.

Do not admit liability: let the experts determine each party's responsibility.

If there are injured people, always request the presence of the competent authorities and emergency medical services. Do not move anyone who may have neck or spinal injuries; professional transport can save lives.

In case of theft

Contact our Customer Service team on **911 951 951** and file the corresponding theft report with the competent authority, providing as much detail as possible about the circumstances.



A man with dark hair and a beard, wearing a light-colored zip-up sweater, is smiling and talking on a black mobile phone. He is outdoors, with green foliage in the background. The image has a soft, slightly blurred background, suggesting a natural setting.

6. Appointment booking

Appointment booking

For your convenience, we offer an appointment booking management service for mechanical work, bodywork and tyres. This allows you to benefit from the services agreed with our network of approved workshops:

- Appointment priority.
- Pick-up and delivery service (subject to availability).
- Repair time monitoring.
- Advance tyre ordering to ensure availability when you need to replace them.

You will also receive more specialised support and avoid unnecessary waiting times. To book your appointment, simply visit www.alphabet.es/cita-previa or call **911 951 951**.



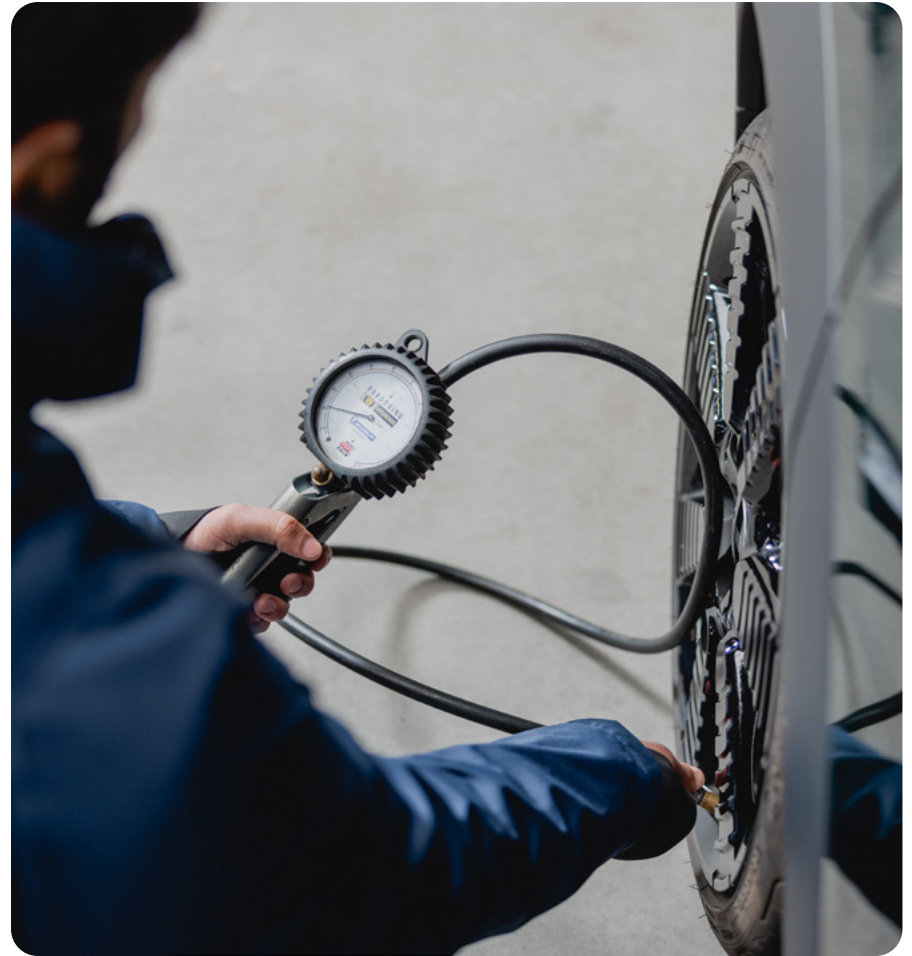
7. Maintenance

A photograph showing two men standing outdoors next to a dark-colored Jaguar car. The man on the left is wearing a blue jacket with 'ALPHABET' written on it and is holding a tablet. The man on the right is wearing a blue denim shirt and is looking at the tablet. The car has a license plate that says 'ALPHABET'. The background is a building with horizontal siding and a door.

Maintenance

1. **Check fluid levels and tyre pressure regularly**, in accordance with the manufacturer's recommendations.
2. **Verify the type of fuel** you are being provided.
3. **Pay attention to warning lights on the instrument cluster** and follow the manufacturer's instructions if they appear.
4. Follow the vehicle's Maintenance Plan and remember to book an appointment via **www.alphabet.es/cita-previa** or by calling **911 951 951**. This way you ensure we have the necessary parts available and you avoid unnecessary waiting times.

Under the master agreement, ultimate responsibility for maintaining the vehicle in good condition, as well as ensuring the recommended servicing is carried out, rests with you. Failure to meet these obligations may be considered improper use of the vehicle; therefore, any breakdown resulting from such misuse would not be covered by the contract.



Scheduled servicing and breakdowns

When you reach the mileage for a service or maintenance operation, or if you detect a breakdown, you must call our Customer Service team on **911 951 951**. We will inform you of the nearest approved dealership or workshop to your home or workplace.

When you visit the workshop, state that the vehicle is owned by Alphabet so that they contact us and we can authorise and monitor the work.



Windscreens

Contact our Customer Service team by calling **911 951 951** and then select option 2. We will refer you to the nearest specialist windscreen workshop to your home or workplace.

When you visit the workshop, state that the vehicle is owned by Alphabet so that they contact us and we can authorise the intervention and ensure good service.

Tyres

Depending on your contract type, Alphabet will provide either an unlimited tyre replacement service—tyres will be replaced based on wear and will include cover for punctures, blowouts or a limited service, where a maximum number of tyre changes is covered by the renting company.

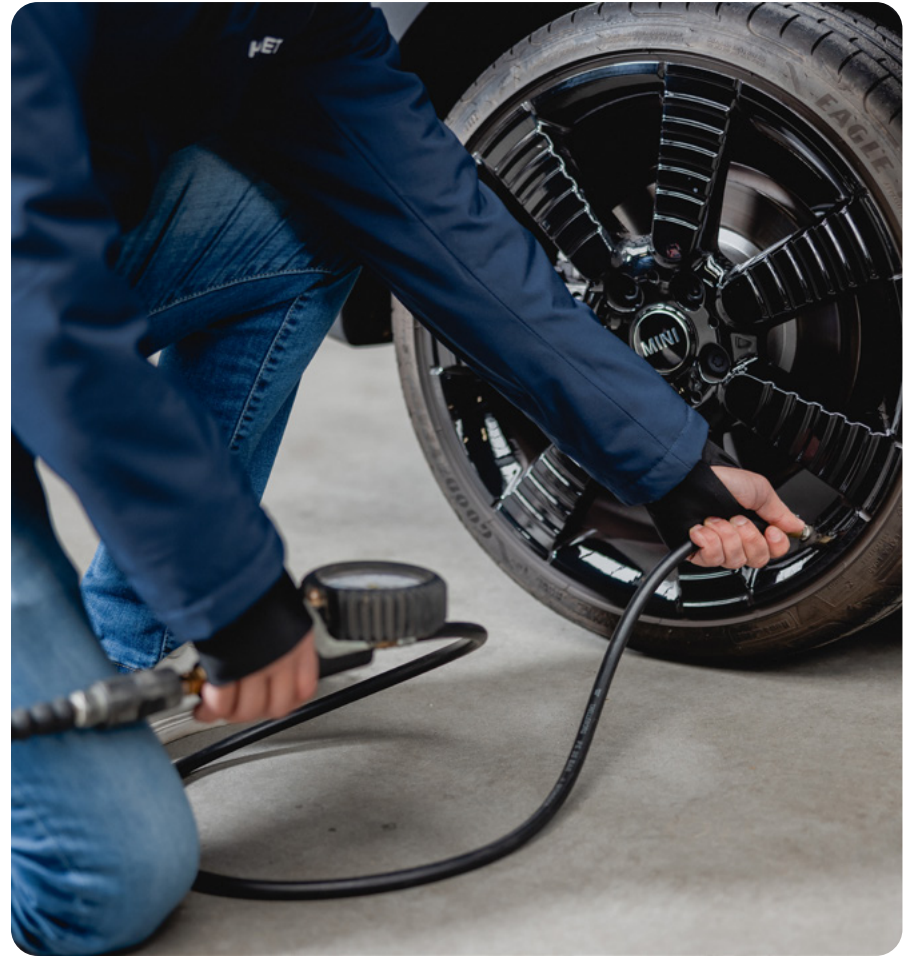
Remember that we choose the tyre brand, always aiming to ensure you receive the best quality.

For your safety, check tyre pressure and signs of wear regularly.

When you believe a replacement or repair is needed, contact our Customer Service team on **911 951 951**. We will direct you to the nearest specialist workshop to assess the condition of your tyres and, if necessary, replace them.

Remember to always book an appointment to ensure tyre stock availability for your vehicle.

To book your appointment, simply visit www.alphabet.es/cita-previa or call **911 951 951**.





Replacement vehicle

If you have the Replacement Vehicle Service included, contact our Customer Service team by calling **911 951 951**. We will take the required details to make the reservation and, if you wish, we will inform you by SMS.

A replacement vehicle is a temporary mobility solution provided when your usual vehicle is in the workshop, until you are able to use it again. The vehicle provided will be from the category included in your contract and may not match your usual vehicle. Please note this is an optional service, which may be included in your contract.

If it is not included, you can also request it by calling **911 951 951**, with your company's prior express authorisation, benefiting from very competitive rates.

Vehicle inspection (ITV)

If a vehicle inspection (ITV) is required, in line with current legislation, contact our Customer Service team on **911 951 951** and we will guide you through the steps to follow. Remember that passenger cars must pass the ITV every four years and commercial vehicles every two years.

There are ITV centres partnered with Alphasud where you will not have to pay anything at the time of service.

You may also go to other authorised centres, where you can request an invoice made out to Alphasud (Tax ID: A-91001438) and send it to our offices, to the attention of the Customer Relationship Centre, so the amount can be reimbursed to you.





8. Traffic offences



Traffic offences

You are responsible for any traffic offences associated with the vehicle. In addition, under Traffic Sanctions Law 18/2009, notifications regarding those offences will be received by the lessee or by the driver, if you are registered in the Directorate-General for Traffic's Register of Drivers and Offenders and you have authorised the lessee to receive those notifications.

If you receive a notice, contact our Customer Service team on **911 951 951** if you wish to start the appeal process.



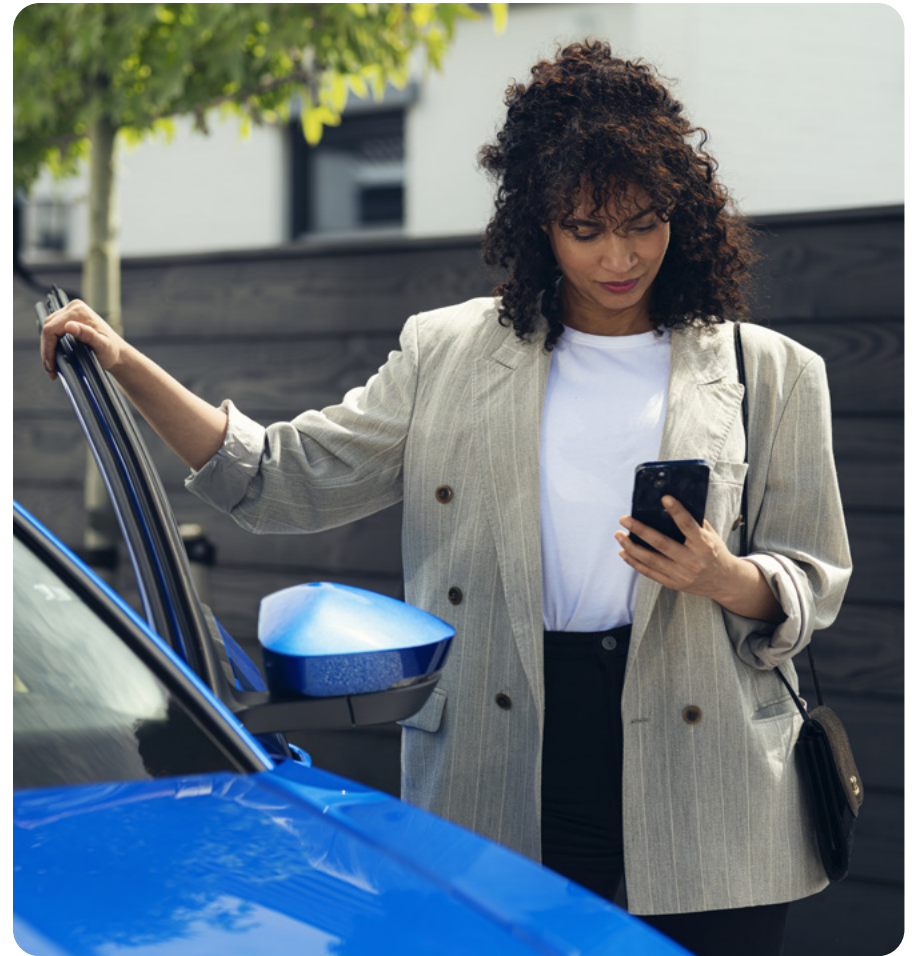
9. Online tracking and monitoring service

Online tracking and monitoring service

This service allows you to stay informed, via SMS messages, about the status of your vehicle repair when the immobilisation exceeds 24 hours, as well as about any changes to delivery times, unforeseen adjustments, etc., for your comfort and peace of mind.

It also improves your mobility, optimises control processes and helps reduce costs and intervention times.

You can activate it by calling **911 951 951**.



A woman with long, wavy blonde hair, wearing a dark blue blazer over a white top, is smiling and looking towards a man. The man is seen from the side, wearing a light blue button-down shirt. They appear to be in an office or professional setting with blurred background elements like plants and office furniture.

10. End of contract



End of contract

The vehicle must be returned on the date indicated in the Delivery Note or by checking your contract details in the app, or in the location we have assigned to you; in proper working condition and in a state consistent with normal use, together with all accessories, documentation, spare parts and tools with which it was originally supplied.

To arrange the return of the vehicle, please contact our Customer Support team by calling **911 951 951**, where we will guide you through the steps to make the process as smooth as possible.

Likewise, if your vehicle was supplied with a charging cable for an electric or plug-in hybrid vehicle, it must be returned with the vehicle; otherwise, the cost of the cable will be charged. Don't forget it, must be returned at the time of collection.

A close-up photograph showing a person in a white sweater handing a car key to a woman in a beige coat. They are standing next to a white SUV. The person in the white sweater is holding a black folder or bag. The woman in the beige coat is holding the key with both hands. The background is slightly blurred, showing the side of the white SUV and a dark surface, possibly a car's grille or a wall.

11. Vehicle purchase

Vehicle purchase

If you or someone you know is interested in purchasing the vehicle you are currently driving, please contact our Driver Support Platform on **911 951 951**. You may request the vehicle price when fewer than three months remain before the contract end date, and we will inform you of the next steps to follow.

Please remember that our vehicles are purchased through official dealerships and undergo all maintenance procedures recommended by the manufacturers. These vehicles also come with a number of advantages:

- One-year warranty
- Guaranteed mileage
- Maintenance carried out at specialist workshops
- The option to request the full service history of all work carried out on the vehicle since its registration



Customer service team

24 hours a day, 365 days a year.

911 951 951

ALPHABET
Your mobility. Made easy.