

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.

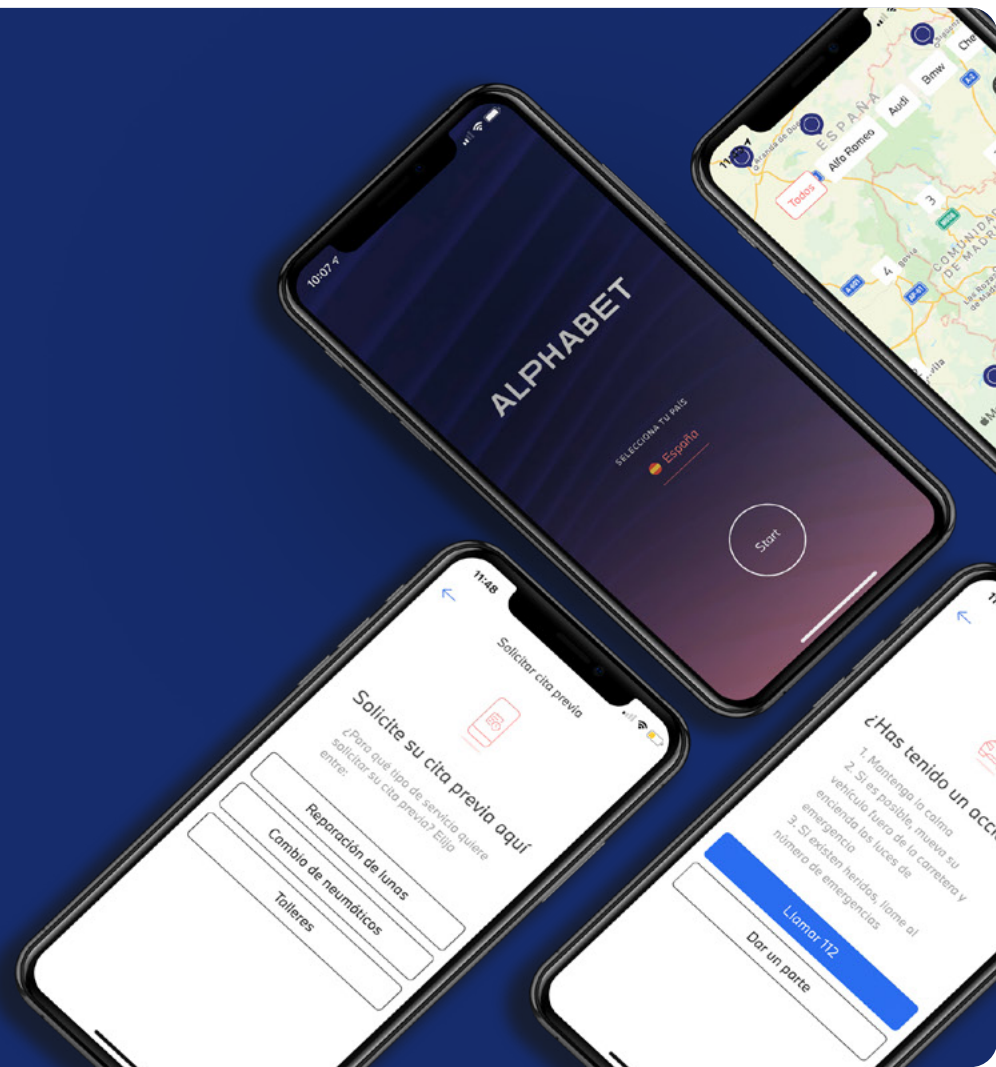
Our company stands out for offering a more comprehensive renting product and an easier service, which means less effort and more mobility for you. To achieve this, we provide you with our Customer Service team through a single phone number, 911 951 951, which you can call for any enquiry 24 hours a day,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



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 certificate and circulation permit, which we will send to you in digital format, with the same validity as the original documentation.
- European Accident Statement.
- Delivery note.
- Vehicle owner's manual. For some makes and models, you can also access it through the manufacturer's app.
- Copy of the insurance certificate. Also available in the Alphabet App.

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

- Alphabet bag with geolocation beacon. Depending on the manufacturer, it may be located in the glove compartment or elsewhere in the vehicle, together with the set of spare bulbs, the approved reflective vest, the ice scraper and the 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**:

- We will provide you with a digital copy of the vehicle registration certificate and circulation permit, with the same validity as the original documentation.
- 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

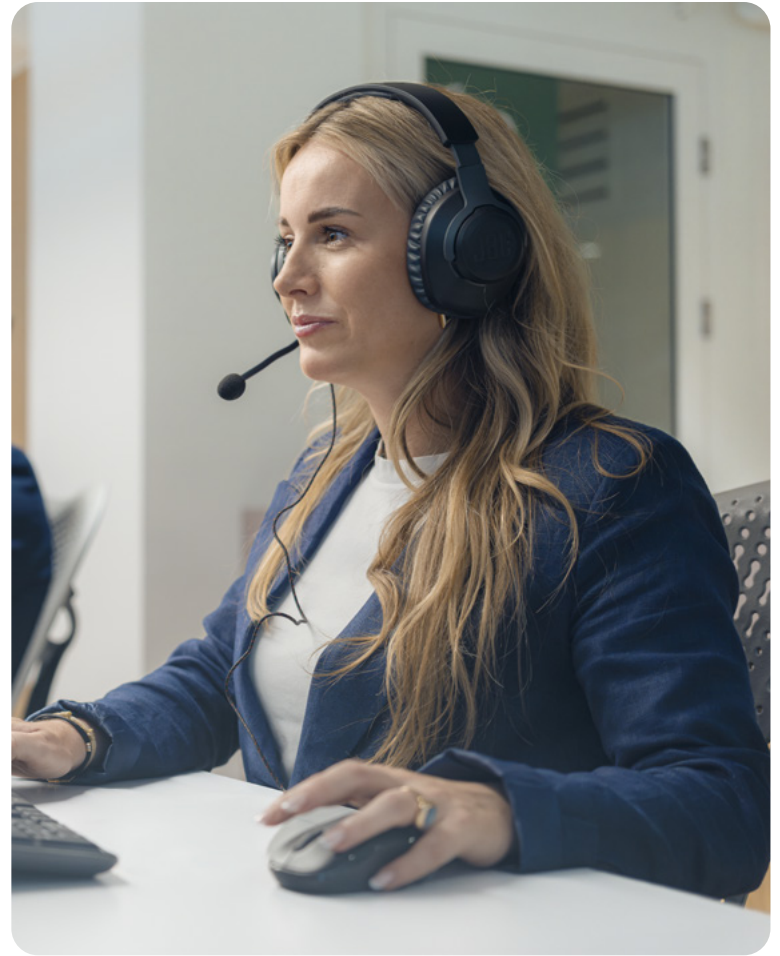
In the event of a breakdown or accident, in Spain or abroad, that leaves the vehicle immobilised, please contact our customer service team on **911 951 951** and select option 1 (roadside assistance) to request help. Please also remember to call the same number and select option 2 to report the incident. Please note that we will ask you to provide the following information:

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

Our average waiting time is 45 minutes.

Please remember that, when you request assistance, we will offer you an SMS service that allows you to track the tow truck's location and view its estimated time of arrival at the location of your vehicle.

If you plan to use the vehicle outside Spain for more than 7 consecutive calendar days, you must inform us in advance by calling **911 951 951**. We also recommend checking the requirements and obligations for driving in the destination country, as they may differ from those in Spain.



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 or workshop. 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. Report a damage claim

Report a damage claim

In the event of an accident, theft or damage, including glass damage, please call **911 951 951** and select option 2.

Contact our customer service team as soon as possible to report the damage claim. We will assign a repair workshop for you. If another party is involved, even if your vehicle has not been damaged, you must complete the European Accident Statement, which you will find with the rest of the documentation in the glove compartment or in the delivery kit. It is also available in the app.

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

In the event of an accident involving injuries, follow the PAS emergency protocol: secure and mark the area to protect those involved, call 112 and follow their instructions, and provide basic first aid to any injured persons, provided you do not put yourself or others at risk.

In the event of theft, contact our customer service team and file the corresponding police 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 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 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, it is important to keep the vehicle in good condition and to carry out the recommended servicing. This will help prevent possible breakdowns which, in some cases, may not be covered under the contract.



Online tracking and monitoring service

This service keeps you informed by SMS about the status of your vehicle repair, depending on the type of work being carried out, as well as any possible changes to delivery times, unexpected adjustments and other relevant updates, for your added convenience and peace of mind.



Tyres

Alphabet takes care of replacing your tyres when needed due to wear, also including cover in the event of punctures or blowouts. Depending on the terms of your contract, this service may be limited or unlimited.

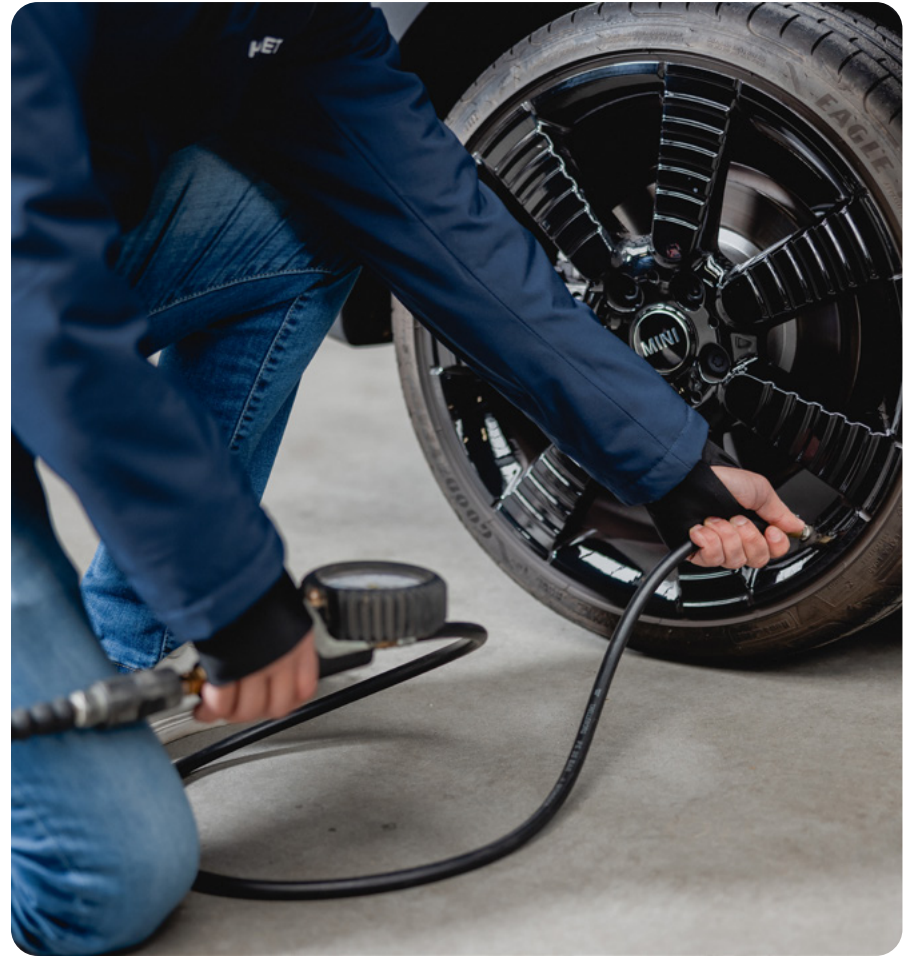
Please note that we are responsible for selecting the tyre brand. We work with different manufacturers to ensure you always receive the best quality.

For your own safety, we recommend checking tyre pressure and signs of wear regularly.

If you believe a tyre needs to be repaired or replaced, please contact our customer service team and we will direct you to the nearest specialist workshop to assess the condition of your tyres and, if necessary, replace them.

Please remember to book an appointment in advance to ensure tyre availability for your vehicle.

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





Replacement vehicle

A replacement vehicle provides a temporary mobility solution while your usual vehicle is in the workshop, until it is available for you to use again. The vehicle provided will be from the category included in your contract and may not be the same as your usual vehicle. Please note that this is an optional service and may be included in your contract.

If your contract includes a replacement vehicle, please contact our customer service team by calling the Vehicle Service on **911 951 951**. We will take the necessary details to make the booking and, if you wish, we can also keep you informed by SMS.

If this service is not included in your contract, you can still request it by calling **911 951 951**, subject to prior express authorisation from your company, and benefit from very competitive rates.



8. Vehicle Technical Inspection (ITV) and Traffic offences

Vehicle Technical Inspection (ITV)

Please remember that passenger cars must undergo the ITV inspection every four years, and commercial vehicles every two years. To arrange this, call **911 951 951** and we will provide you with a voucher so you can complete the inspection at an Alphabet approved test centre. We will cover the cost. Remember that you can also request it through the Alphabet App.

Alphabet has a network of approved test centres where you will not need to pay anything at the time of the inspection.





Traffic offences

Please remember that you are responsible for any traffic offences committed while using the vehicle. In addition, under **Law 18/2009** on traffic penalties, any notices relating to those offences will be sent to the lessee.

If you receive a penalty notice and would like to begin the relevant appeal process, please contact our fines team at multas@alphabet.es.

A woman with long, wavy blonde hair is smiling and looking towards a man. She is wearing a dark blue blazer over a white top. The man is seen from the side, wearing a light blue button-down shirt. They are in an indoor setting with blurred background elements like plants and architectural features.

9. End of contract



End of contract

To arrange the return of the vehicle, please contact our customer service team on **911 951 951**. We will guide you through the next steps to make the process as smooth and convenient as possible.

The vehicle must be returned from the contract end date in proper working order and in a condition consistent with normal use, together with all accessories, the second key if provided, and any spare parts and tools supplied at delivery. You can check your contract end date and the end-of-contract fair wear and tear guide in the **Alphabet App**.

A close-up photograph showing a person in a white sweater handing a car key to a woman in a tan coat. The person is holding a black folder or bag. The background shows a white SUV. The text "10. Vehicle purchase" is overlaid on the bottom left of the image.

10. Vehicle purchase

Vehicle purchase

If your fleet manager agrees and you, or someone you know, is interested in purchasing the vehicle you drive, please contact our Driver Service Platform on **911 951 951**. Within the last 3 months before your contract end date, you may request the vehicle price and we will explain the next steps.

Please remember that our vehicles are purchased from official dealerships and undergo all maintenance recommended by the manufacturers. They also come with a number of additional 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

To download this guide, you can do so via the **Alphabet App** or here:
www.alphabet.com/es/area-del-conductor-renting/guia-del-conductor

ALPHABET
Your mobility. Made easy.