












## Service Guide. Help on the road.

24-hour service hotline: +41 800 818 418



## Table of contents.

|   |                         |         |
|---|-------------------------|---------|
|    | 24-hour service hotline | Page 3  |
|    | Service Card            | Page 4  |
|    | Claims management       | Page 5  |
|    | Insurance management    | Page 6  |
|  | Fuel management         | Page 7  |
|  | Workshop service        | Page 8  |
|  | Tyre service            | Page 9  |
|  | Vehicle returns         | Page 10 |
|  | AlphaGuide              | Page 11 |

Please take into account the scope of cover agreed with your company when utilising the listed service components.



24-hour service hotline:  
+41 800 818 418

The hotline should be your first stop for quick assistance in the event of a breakdown or accident, or if you have any questions about the contractually stipulated services.

#### **What services can I access through the hotline?**

- We provide quick and simple assistance in the event of a breakdown or accident, whether you are on the road in Switzerland or abroad.
- We order breakdown assistance, towing and recovery services.
- We secure your mobility and arrange overnight accommodations when necessary.
- If you lose your Fuel & Service Card, we will have it blocked and order a replacement card for you.\*
- We give you information about contract workshops and tyre partners.\*

\* We provide this service during our office hours, which are Monday to Friday 8:00 AM to 6:00 PM.



## Service Card.

### Put everything on one card.

The Alphabet Service Card allows you to utilise all of the contractual services involving your vehicle cash free. When using the card, please take into account the the scope of cover agreed with your company, which was stipulated for your company car.

#### **How do I use the Alphabet Service Card?**

- Use the Service Card to identify yourself in workshops or Alphabet Tyre partners. The card must be presented before any orders are placed.
- Alphabet handles the billing with the service partner directly.
- There may be a separate billing arrangement with your company for services that exceed the agreed scope of cover.
- You are also entitled to vehicle servicing as well if you have an Alphabet Fuel & Service Card.
- Please report lost cards immediately to our 24-hour service hotline: +41 800 818 418, otherwise we will be unable to block the card and order a replacement card.



## Claims management. Help when needed.

You are on the safe side with us, even in the event of a claim. Alphabet Claims Management ensures that your claims are processed quickly and simply.

### **What do I do in the event of a claim?**

- Put your safety vest on and secure the accident site.
- Call the police if people are injured or if the situation is unclear, such as who is to blame. Write down the name and district of the police officer that arrived on the scene.
- Never sign an admission of guilt or a document waving claims for damages from third parties.
- To report the claim, please contact the 24-hour service hotline: +41 800 818 418.
- If possible, document the accident damage on site and location with a sketch or photo.



## Insurance management.

We've got you covered in the event of a claim.

With an Alphabet fleet insurance policy, we take responsibility for coordinating insurance activities, such as paying insurance premiums and claims management in the event of an accident. You can be sued by your company for damage (e.g. excess, gross negligence etc.). Please take into account the specific guidelines of your company in this respect.

### **Third party liability insurance**

The third liability insurance policy covers damage incurred by third parties which was caused by your vehicle. This policy guarantees damages for traffic victims and protects you from the financial consequences.

### **Partial insurance**

The partial insurance policy covers glass breakage and damage from when your vehicle is stolen. Damage caused by natural disasters or collisions with animals is also insured.

### **Fully comprehensive insurance**

The fully comprehensive insurance policy covers damage to your vehicle when you were responsible for the accident.

### **Parking damage insurance**

Parking damage is when you discover new damage that you did not cause upon returning to your car. Damage in the process of entering or exiting a parking space is covered by the fully comprehensive insurance policy.



## Fuel management. Keeping you moving.

With the Alphabet Fuel & Service Card, you benefit from maximum cost transparency and cash-free payment. Subject to your contractual scope of cover, you can purchase fuel as well as add-on services such as lubricants, car washes, accessories and shop items cash free.

### **How do I use the Alphabet Fuel & Service Card?**

- Use the various cards at the petrol station network of the respective oil company as payment. All partners and their networks can be found online at [www.alphabet.ch](http://www.alphabet.ch) or in our service app AlphaGuide.
- Fuel purchases are either only permitted in Switzerland or are permitted throughout Europe depending on the scope of cover.
- The Fuel & Service Card comes with a random pin code in a separate letter. For security purposes, please do not write the code on the Fuel & Service Card and always store the pin code and card separately from one another.
- Always enter your vehicle's exact mileage in km when getting petrol.
- In the event that your fuel card is lost, stolen or damaged, you can pay for your petrol in cash and claim back the amount. Please use the form entitled "Rückerstattungsbeleg" (Reimbursement Document) to do this. The form can be found at [www.alphabet.ch](http://www.alphabet.ch).
- The driver is liable for abuse of the Fuel & Service Card. Alphabet charges a fee for replacements.



## Workshop service. Always on the safe side.

Under your full-service contract, Alphabet takes responsibility for manufacturer-prescribed maintenance, inspections and wear and tear-related repairs.

### **What do I need to have in mind for maintenance and repairs?**

- Compliance with the service intervals for maintenance prescribed for your vehicle is crucial.
- Only have maintenance and repairs performed by contract workshops authorised by the vehicle manufacturer. Mention that you drive an Alphabet vehicle when making your appointment.
- Use our service app AlphaGuide to find a contract workshop nearby and make an appointment.
- Present your Alphabet Service Card when visiting the workshop.
- Only have repair and wear and tear work done abroad in emergency situations. In such a case, you will pay in advance as the customer.
- Work that exceeds the scope of our full lease cover and which is performed at your request is not covered and will be charged to you.
- It is mandatory that service, repair and maintenance work due be ordered prior to the expiration of the applicable warranty service deadlines.





## Tyre service. Keeping you rolling.

Alphabet pays for the costs for wear and tear-related tyre replacement under the contractual agreement.

### **What do I need to have in mind about Alphabet's tyre service?**

- Depending on the scope of cover, Alphabet pays for the costs of summer and winter tyres and seasonal assembly and storage costs incurred.
- Look for a tyre partner nearby at [www.alphabet.ch](http://www.alphabet.ch) or on our service app AlphaGuide and make an appointment to get your tyres changed.
- Present your Alphabet Fuel & Service Card when visiting the tyre partner.
- Please take into account manufacturer specifications with respect to tyre size and your contractual agreements when selecting tyres.
- You are entitled to tyre replacement when the statutory minimum tread depth has been reached.
- You should have your winter tyres assembled once the outdoor temperature is approximately +7° C.



## Vehicle returns. All's well that ends well.

Returning your vehicle should take as little effort as possible. As a result, it is important to make sure that everything relevant to the return is taken care of prior to the return date to ensure that the vehicle return goes smoothly.

### **Flexible return options**

Each vehicle goes through the Alphabet return acceptance process at the end of the lease. Our return acceptance process is simple and transparent. You have the following options for returning your vehicle:

- the Alphabet Transport Service straight from your company's registered office
- returning your vehicle to the dealer

### **What do I need to have in mind when returning a vehicle?**

- Fill out the attached vehicle return checklist. Check that all necessary documents and vehicle parts are in place. Replace any missing parts.
- Coordinate the return of your vehicle with Alphabet by calling the hotline number +41 800 818 418.



## AlphaGuide. Business Mobility to go.

Our goal is for you to be able to reach us any time. That is why we have developed the AlphaGuide. The service app gives you quick and comprehensive assistance where it matters: on the road.

### **The most important services when you are on the road:**

- Our 24-hour service hotline is standing by to give you advice and assistance whenever you need it easily and comfortably via the click-to-call function.
- The AlphaGuide helps you prepare an extensive report in the event of accidents, including photos of the accident site. This saves time, questions and nerves.
- A search function, GPS positioning and directions bring you to your destinations quickly and easily – from the nearest tyre and workshop partner to the petrol station.
- The AlphaGuide is available free of charge – in the Apple iTunes Store or right here:



# Notes

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