



## Service Guide

Assistance on the road.

Please keep in  
glove compartment

24-Hour Service Hotline: +45 70 15 15 47



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Note: When making use of the service modules listed, please note the range of services agreed on with your company.



# 24-Hour Service Hotline: +45 70 15 15 47

The hotline is the number one choice when it comes to rapid assistance in the event of an accident or questions relating to contractually agreed services.

## **What services does the hotline provide?**

- We offer you fast and straightforward assistance in the event of a breakdown or accident, whether in Denmark or abroad.
- We commission roadside assistance, towage and recovery services.
- We help when the windshield is cracked or the side window smashed in connection with theft
- We help if the tire is punctured or otherwise damaged.
- We put you in touch with medical contacts and organise return transport in case of sickness as well as a rental car.
- We provide information on authorised workshops as well as tyre and glass partners.



# Claim Management

## Help when it's needed

With us you're always on the safe side - even if the worst comes to the worst. Alphabet Claims Management guarantees fast and straightforward handling.

Call our insurance partner \* Phone **+45 70 11 33 11**

### **What do I do in the event of an accident?**

- Put on your safety vest and secure the accident site, for example by setting up a warning triangle.
- Call the police if bodily harm has been caused or if you or if you believe that there is uncertainty regarding the incident. The police also has to be notified if it is not clear whose fault the accident was or if there is crop damage.
- Please call the 24-Hour Service Hotline on **+45 70 15 15 47** to report the accident and if you need roadside assistance and a hire car to get on with.
- If possible, document the accident on the spot by drawing a sketch or taking photographs. It could be a good idea to get the involved persons to sign the description of the incident.
- Never sign an acknowledgement of guilt or an assignment of claims for damages to third parties. This is up to the insurance companies and the police to determine
- If the car of the other person involved in the accident is registered abroad, it is a good idea to obtain the green or red insurance card.
- Remember: electric vehicles may not be towed. Stranded electric vehicles may only be transported with its wheels stationary or with the drive axle raised.

\* Assuming that your company has chosen insurance through Alphabet (handled by TopDanmark).



# Insurance Management

## A good feeling while you're on the road

Accidents are quick to happen and our Insurance Management swiftly puts things right again. The Alphabet Insurance Service and Alphabet Damage Coverage provide you with perfect protection in every situation, as described below.

### **Third-party insurance**

Third-party insurance covers damage you cause to others with your vehicle. Third-party cover guarantees damage compensation for road accident victims and protects you from the financial consequences.

### **Partial insurance**

Partial insurance covers glass breakage and vehicle theft. It also covers damage caused by force of nature or collision with animals.

### **Fully comprehensive insurance**

Fully comprehensive insurance covers damage to your vehicle when you cause an accident. Vandalism is also covered. If you have any other questions regarding your insurance cover, please contact Alphabet on [+45 70 15 15 44](tel:+4570151544).

### **Green insurance card**

It is only necessary to bring the Green Insurance Card outside the EU. If you have Alphabet insurance policy and want a green card, you can order it by sending your name, registration number, company and home addresses per e-mail to: [info.dk@alphabet.com](mailto:info.dk@alphabet.com).

### **Red insurance card**

The red insurance card gives access to SOS assistance abroad. The Red Insurance Card can be downloaded and printed from [www.sos.dk](http://www.sos.dk) or downloaded as an application for your iPhone (search "SOS" in the appstore).



# Fuel Management

## So that you don't run dry

Alphabet fuel cards give you maximum cost transparency and cash-free handling. You can use your card to pay for fuel as well as for additional items such as lubricants, car wash, accessories and shop articles - as stipulated in your contract.

### **How do I use the Alphabet fuel cards?**

- Use the various cards to pay at the filling stations of the relevant oil companies.
  - Circle K Routex Card: Aral, AGIP/ENI, OMV, BP
  - euroShell Card: Shell, Esso, Total (national filling stations only), AVIA
  - Q8: Q8, F24
  - UnoX: UnoX, DKV.

You can conveniently view all available filling stations by means of a tank card card filter in our AlphaGuide service app.

- If you use a card with random PIN, you will receive your 4-digit code under separate cover. If you or your company have selected your own PIN or a company PIN, this code applies. For security purposes, please do not write the code on the fuel card and always keep the PIN separate from the card.
- Every time you fill up with fuel, enter the exact mileage of the car as well as your PIN.

### **How do I use the AlphaElectric charge card?**

- The AlphaElectric charge card gives you access to the constantly growing ChargeNow network of charging stations. It enables you to charge your electric vehicle conveniently and cash-free.
- Authenticate yourself at the charging station using your RFID charge card or the intercharge app. The charging process then starts right away.

### **What do I do if my fuel card gets lost or stolen?**

- Order a replacement card immediately or contact Alphabets customer service next business day between 9 and 16 for ordering new fuel card.  
Phone: [+45 70 15 15 44](tel:+4570151544)



AlphaRent

Stay mobile, whatever happens

Whether your automobile is suddenly no longer fit for use or production bottlenecks lead to unplanned delays - the Alphabet rental and replacement car service ensures you stay mobile at all times.

#### **How do I reserve a rental or replacement car?**

- Call our customer service on [+45 70 15 15 44](tel:+4570151544) to place your reservation quickly and reliably. If your car has broken down, you can outside our normal opening hours also make your reservation by Alphabet Assistance Phone. [+45 70 15 15 47](tel:+4570151547). Be aware that there may be limited availability of rental cars in Denmark at weekends and evening / night hours.



# Workshop service

## Always on the safe side

If you have a full service contract, Alphabet takes care of maintenance work/inspections as specified by the manufacturer as well as wear-and-tear repairs. As a user of a company car from Alphabet you are responsible for ensuring that the vehicle is serviced and maintained in accordance with the vehicle's service book.

### **What do I have to observe in connection with maintenance and repairs?**

- Be sure to observe the stipulated service intervals for maintenance. Your car's instrument panel remind you automatically about 1000 km. before your car requires servicing .
- Only have maintenance or repair work carried out at workshops authorised by the vehicle manufacturer.
- You have free workshop choice as long as it is a authorized servicing carmaker. We recommend using the workshop where you've got the car delivered from.
- Present your Alphabet Service Card and your vehicle's service booklet when you go to the workshop.
- If repair costs amount to EUR 500 / kr. 3.500 or more, the workshop is required to obtain Alphabet's approval before starting. You will find the telephone number for this purpose on the Alphabet Service Card.
- In the event of maintenance or repair work being required abroad, please call customer service hotline [+45 70 15 15 44](tel:+4570151544) in advance to discuss the specific terms and conditions that apply.



# Tyre service

## Keep things rolling

Alphabet covers the cost of tyre replacement due to wear and tear according to contractual terms and conditions.

### **What do I have to observe in connection with the Alphabet tyre service?**

Replacement and storage of tires must be of one of Alphabet Denmark' approved supplier. Alphabet Denmark has a cooperation agreement with Euromaster for storage and replacement of wheels and tires. It is your responsibility as a user of the vehicle to assure that the tires always legal. Have you sign agreement on summer and winter tires from Alphabet, please note the following:

- Winter wheel change is carried out in the period between 15 October and 1 December. Alternatively, as soon as the current temperature is less than 7 degrees.
- Summer wheel change must be carried out in the period between March 15 and May 1st. Alternative as soon as the day temperature is above 7 degrees..
- Alphabet Denmark allows you to replace your tires as soon as the design is worn to 3.0 mm or less. Statutory minimum requirement is 1.6 mm..
- You can book time for tire-related services with Euromaster online: [HERE](#)
- Or contact Euromaster directly on telephone .: [+45 87 28 28 28 /](tel:+4587282828)  
e-mail: [gen.dk.leasing@euromaster.com](mailto:gen.dk.leasing@euromaster.com)

### **Repairs and other services**

For other repairs and services that are not covered by the lease agreement or which is beyond a normal service inspection must be approved by Alphabet prior to booking. Please contact Alphabet on telephone [+45 70 15 15 44](tel:+4570151544) or e-mail [info.dk@alphabet.com](mailto:info.dk@alphabet.com).



# AlphaGuide

## Business mobility to go

We want to make sure you get where you're going at all times. For this reason we have developed AlphaGuide. The service app gives you fast and comprehensive support right where it matters: on the road.

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

- Journey planner (mobility agenda) synced with your local diary
- Service partner search (location based)
  - Service stations
  - Charging stations
  - Tyre partners
  - Service partners
  - Glass partners
- Direct access to 24-Hour Service Hotline
- Mobility options (alternative modes of transport to reach your destination)



# Vehicle return

## All's well that ends well

The aim is to ensure that returning your vehicle is as simple and straightforward as possible. For this reason, it is important to take care of all the steps required beforehand so as to guarantee there are no hitches at the return itself.

### **Flexible return options**

Every Alphabet vehicle runs through a return process when a leasing contract expires. Our return process is simple, easy to understand and transparent. You must return your car at our inspection partner FDM. On our website you can search for the nearest restitution place that suits you.

See [www.alphabet.com/da-dk/tilbagelevering](http://www.alphabet.com/da-dk/tilbagelevering).

### **What do I have to have to observe in connection with vehicle return?**

We ask that you please submit the following effects return with the car:

- Registration Certificate (if it is received)
- Car keys (2 pcs.)
- Service book (if received) and manual
- Optionally, additional wheel set (summer and / or winter wheels)
- Any other effects supplied with the car (Bike carrier, roof box, iPad holder.)

If your wheels are for storage of a service partner / reseller, you must make sure to pick up and return them along with the car. It is important that your car is cleaned, both externally and internally.

If your car has been damaged during the lease term and these are not cleared, the damage must be reported and handled by your insurance company before returning.

On our website you can download a detailed brochure on acceptable and non-acceptable damage.

Be aware that there may be individual agreements with your business about your return.

### **Booking of time for the return of your car**

On our website you can book time for the return of your car:

[www.alphabet.com/da-dk/tilbagelevering](http://www.alphabet.com/da-dk/tilbagelevering)

At login, simply use your car's registration number.

We hope that you have had great pleasure of your car and thank you because you chose to be a customer at Alphabet. If you have questions about your return, you are always welcome to contact our customer service on telephone.

[+45 70 15 15 44](tel:+4570151544).

### **Taxation of returning the company car**

If you returns your company car after the first day of a month, then your employer must by law tax you or having your company car available throughout the month. Occasionally the individual inspection partner can be fully booked for checking your end-of-term vehicle. Under these circumstances, you have the opportunity to return the vehicle at the inspection partner without any appointment. You can ask for a receipt from the partner, thereby confirming that you have returned the vehicle. You can e-mail this receipt to your company's payroll office, to ensure that you are not taxed for the company car.

**Firma:** Alphabet Denmark. A BMW Group Company

**Adresse:** Borgmester Christiansens Gade 50, 2450 København SV.

**E-mail:** [info.dk@alphabet.com](mailto:info.dk@alphabet.com) Internet: [www.alphabet.com/da-dk](http://www.alphabet.com/da-dk)

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