

ALPHABET

















Service Guide

Assistance on the road

Round-the-clock help from the AlphaGuide app

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Note: When making use of the service modules listed above, please consult the scope of service agreed with your company.

AlphaGuide

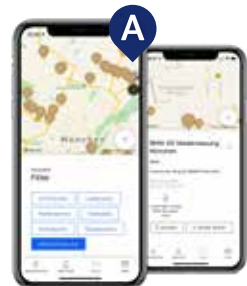
Business mobility to go



Our aim is to ensure you always get where you need to go. This is why we created AlphaGuide. The service app that provides you with fast, comprehensive support where it matters: on the road.

The key services for when you're on-the-move

- ✓ **Digital Service Card** – Add your leasing contract and you'll get access to your digital Service Card. Always available and always up to date.
- ✓ **Locate service partners** – Whether you're looking for a petrol station, car repair or a charging point: you'll get directions to all the Alphabet service partners on the interactive map.
- ✓ **Make appointments online** – Book car repairs and selected tyre services directly with our BMW and MINI service partners using our online portal.
- ✓ **Contract details** – All essential information about your Alphabet leasing agreement and services at a glance.
- ✓ **Inbox** – You'll receive all relevant news and information about your leasing vehicle and contract directly in the AlphaGuide app.
- ✓ **Reminders** – Push notifications remind you about important dates, such as when it's time to change winter and summer tyres.
- ✓ **AlphaCity** – You can book car-sharing vehicles from Alphabet in the AlphaGuide to maximise your mobility.
- ✓ **Damage control** – Deal with accidents and create damage reports in two easy steps in the AlphaGuide.
- ✓ **Driving licence check** – Carry out a simple and convenient driving licence check using the AlphaGuide.
- ✓ From the App Store, the Google Play Store or right here:





24-Hour Service Hotline: +49 (0)89 55 20 90 90



The hotline is your first point of contact for rapid assistance in the event of a breakdown, an accident or if you have any queries about the contractually agreed services.

What services does the hotline provide?

- ✓ We provide fast, straightforward assistance in the event of an accident or breakdown – whether you're on the move in Germany or abroad.
- ✓ We arrange breakdown services as well as recovery and towing services.
- ✓ We can provide you with contact details of local medical services, arrange for you to be transferred to a hospital closer to home and book a rental car for you.
- ✓ If your car is stolen when abroad, we help to find you a replacement and organise the necessary ID paperwork.
- ✓ If you lose your fuel or charge card, we can block it and order a replacement for you.
- ✓ We can direct you to garages, tyre partners and glass partners covered by your contract.

Digital Service Card

Digital, innovative and always at hand!



With the new digital service card from Alphabet, you'll have all the essential information about your lease vehicle with you at all times. And you can conveniently take advantage of all the services agreed with your company, with no need for cash.

How do I get my digital service card?

- ✓ When you pick up your vehicle, you'll receive a welcome letter from Alphabet that includes a personalised QR code.
- ✓ Download the AlphaGuide app free of charge.
- ✓ After confirming your e-mail address, just scan the QR code with your phone.
- ✓ Your contract details and your digital service card will be displayed automatically.

How do I use my digital service card?

- ✓ Your digital service card identifies you as an Alphabet customer to our partners for car repairs and tyre services. You should always show your digital service card before having work done.
- ✓ The digital service card informs service partners about approval and accounting procedures. The invoicing can then be conducted directly between Alphabet and the service partner.
- ✓ For any services that are not covered by the contractual agreement, a separate invoice can be sent to your company.

Find further information about the digital service card (as well as ordering a physical card) at: www.alphabet.de/digitale-servicekarte

Claim Management

Help when you need it



Even if you have an accident, you'll be on the safe side with us. Alphabet Claim Management guarantees efficient and straightforward processing of all claims. Use the AlphaGuide for rapid assistance after an accident.

What should I do if I have an accident?

- ✓ Put on your hi-viz vest and secure the scene of the accident (e.g. using a hazard triangle).
- ✓ You must call the police if anybody is injured or in the event of third-party involvement, environmental pollution, damage caused by wildlife, break-in, theft, vandalism or fire damage.
- ✓ Report damage to the vehicle in the AlphaGuide app or by calling the 24-hour service hotline on **+49 (0)89 55 20 90 90**. If you'd prefer, you can also report vehicle damage using the Alphabet accident report form [Schadenmeldung] available from our website www.alphabet.de/formulare-fahrer
Just fill out the PDF form and email it to: schadenmanagement@alphabet.de
- ✓ Remember to note down the name and contact details of the other party, their vehicle details and their insurance information, as well as the contact details of anyone who witnessed the incident.
- ✓ If the other party's vehicle is registered abroad, ask them to give you their Green Insurance Card.
- ✓ Hand out accident cards from your Service Guide to the party in the accident.
- ✓ Never sign an admission of guilt or an assignment of damage claims to third parties.
- ✓ If possible, document the scene of the accident while you are there using sketches or photos.
- ✓ Do not accept an accident replacement tariff when leasing a replacement vehicle.

Insurance Management

Feel at ease on the move



Accidents can happen quickly – but thanks to our Insurance Management, they can also be quickly resolved. With Alphabet Insurance Service and Alphabet Damage Coverage, you'll be kept safe and sound in the situations described below.

Third-party liability insurance

Motor vehicle liability insurance covers damage caused to your vehicle by third parties. This third party liability coverage guarantees compensation for victims of traffic accidents and protects you against financial consequences.

Partially comprehensive insurance and partial damage coverage

Partial comprehensive insurance and partial damage coverage includes damage to the vehicle's windows as well as any damage incurred in the event your vehicle is stolen. The insurance also extends to damage caused by forces of nature or collisions with animals.

Fully comprehensive insurance and full damage coverage

Fully comprehensive insurance and full damage coverage includes damage to the vehicle if you are at fault for an accident. The scope of fully comprehensive insurance also covers vandalism. If you have any questions regarding your insurance cover, get in touch with the relevant contact person in your company.

GAP insurance

With existing insurance management or damage cover, GAP insurance cover offers additional non-contributory coverage beyond other provisions in the event of premature termination of the leasing contract due to a vehicle being written off or stolen and covers the difference between the replacement value* and the redemption value** on the date the vehicle is damaged.

Green Insurance Card

If you require a Green Insurance Card, you can order one by sending your name, vehicle registration and personal address to gruene.versicherungskarte@alphabet.de

* The replacement value is based on the current value of an equivalent vehicle with the same mileage and features and is usually determined by an automotive expert.

** The redemption value is calculated using the outstanding lease instalments to the scheduled contract end date – less overhead costs – and the notional residual value at the scheduled contract end date.



Fuel and Charging Management

Fuelling and charging made easy



The Alphabet fuel and charging management helps you get the best out of your fleet: We offer three fuel cards (with or without charging function) and a charging card with lots of benefits. This way, you're sure to find the right solution for your fleet.



The Alphabet fuel cards

Never be short of cash again. The Alphabet fuel cards let you make cashless payments for fuel and vehicle-related products within your contractual scope of service, and national/international validity. Simple, convenient and safe.



Aral

- **Points of acceptance:** Aral, Total, ENI/Agip, OMV and Westfalen
- **Around 4,400** stations with charging functions in Germany
- **Around 110,000** public charging points in Europe



Shell

- **Points of acceptance:** Shell, Esso, AVIA, OMV and Westfalen
- **Around 4,500** stations with charging functions in Germany
- **Around 150,000** public charging points in Europe



Novofleet

- **Points of acceptance:** AVIA, JET, Orient, HEM/ Tamoil, Westfalen, OIL1 and many more
- **More than 5,000** stations with charging functions in Germany

The Alphabet charging card

Easy and convenient charging: That is the motto of the Alphabet charging card. In cooperation with Digital Charging Solutions, the card covers charging at public charging points, charging at your company and charging at the employee's home. As an option, private electricity costs for charging at home can be reimbursed and invoiced through the leasing contract (Heimlade-funktion).



Our cards can do more

Every Alphabet fuel and charging card is just as individual as your fleet, so it can be tailored to meet the needs of your drivers.

The services offered by Alphabet fuel and charging cards:

- ✓ Card cancelation and replacement free of charge via 24-hour service hotline
- ✓ PIN code options. The right solution for every situation:
 - Company PIN: one PIN for all fleet vehicles
 - Individual PIN: customizable
 - Random PIN: a new PIN for every fuel card
- ✓ Diverse range of possibilities thanks to the individual service levels of the Alphabet fuel card (with or without charging function)

All the benefits at a glance



✓ Professional Service

Our service focuses on one thing above all else: your satisfaction. That's why we offer you a wide range of fuel and charging options. You'll enjoy many different benefits, such as the best solution from three possible fuel cards (with or without charging function) and a charging card.

✓ Premium Quality

Our goal is always to offer you mobility solutions of the highest quality. That's why we guarantee a smooth process from the complete card management to the invoicing of the vehicle costs and the option of additional services.

✓ Complete control of costs

With us, you stay in control. Whether it's checking the current mileage, transparent overview of costs or reporting fuel consumption online: You retain full control over your costs at all times.



AlphaRent

Flexible rental car offers



AlphaRent keeps you on the move if your leased vehicle fails – or if you simply feel like a change. Whether due to a breakdown, an accident or to cover a gap between vehicles, we've got the right car for every eventuality.

How can I reserve a rental or replacement car?

- ✓ We stand ready to assist you either via e-mail alpha-rent@alphabet.de or by calling **+49 (0)89 382 71200**. We'll be happy to take reservations between 8 a.m. and 5p.m., Monday to Friday.
- ✓ Reserve your rental vehicle online at alpharent.com/de
- ✓ We'll send you confirmation of your reservation and, if you'd like, will deliver your vehicle right to your door.
- ✓ Whether a short-term solution or long-term rental, we have a range of models to suit your requirements.
- ✓ From premium BMWs to utility vehicles. Make sure to ask about our special offers!

Workshop Service

Keeping you safely on the move



As part of your full-service contact, Alphabet bears the costs of the servicing, inspections and wear-related repairs specified by your vehicle's manufacturer.

What should I be mindful of during servicing or repairs?

- ✓ Present your Service Card along with your vehicle's service history log when you arrive at the garage.
- ✓ Servicing and repairs must be performed exclusively in garages authorised by the vehicle's manufacturer.
- ✓ It is crucial that you observe the servicing intervals specified for your vehicle.
- ✓ In the event of a technical problem (breakdown), you can always contact Alphabet's 24-hour service hotline for advice at **+49 (0)89 55 20 90 90**.
- ✓ If repair costs are set to exceed 500 EUR, the garage must obtain approval from Alphabet before starting repair work.
- ✓ As the customer, you pay in advance for any servicing and wear-and-tear work performed in another European country. Alphabet will then reimburse costs covered by the contract in the amount such services would have been charged at in Germany.
- ✓ Before having repairs carried out abroad, please contact the Alphabet 24-hour service hotline on **+49 (0)89 55 20 90 90** to clarify the precise terms of your contract.
- ✓ The mobile service partner search function in AlphaGuide directs you to the nearest authorised garage in the Alphabet service partner network.

Tyre Service

Services with no hidden fees



Alphabet bears the costs for replacement tyres due to wear and tear as part of the services agreed with your company, organises delivery of your vehicle with (fully fitted) complete winter wheel sets and offers you a comprehensive tyre partner network for all other tyre-related services (e.g. tyre storage).

What are the key aspects to remember about the Alphabet tyre service?

Make an appointment to have seasonal tyres fitted ahead of time.

- ✓ Always present your Service Card when visiting your tyre partner.
This provides information about the services covered by your contract.
- ✓ Alphabet tyre partners can also store your tyres for a fee.
- ✓ Remember to observe the situation-dependent obligation to fit winter tyres between October and Easter.
- ✓ Our tyre partners are under instructions to replace summer tyres with minimum tread depth of 3.0 mm and winter tyres with minimum tread depth of 4.0 mm.
- ✓ To save the details of your contract in the AlphaGuide app, you need to enter your leasing contract number and the vehicle registration. Your leasing contract number is marked on your Service Card.
- ✓ The AlphaGuide app's service partner search function directs you to the next tyre service station operated by an Alphabet tyre partner and associated authorised BMW/MINI and VW/Audi garages.





Driving Licence Check

Keeping everything in check



The keeper of a company car is legally obligated to ensure that the authorised driver is licensed to drive the car. To assist with this, we've created the Alphabet Driving Licence Check – and remind you to carry out checks on a regular basis, offering you two options to do so.

How does the new electronic driving licence verification work?



1. You'll receive an e-mail invitation for the driving licence verification. In this mail, you will find a QR code and confirmation code. Now you can download the free AlphaGuide app.



2. Open the AlphaGuide app. Either scan the QR code or manually enter the verification code.



3. Record a 15-second video of your driving licence. Please ensure you film the front and back clearly. Try to avoid blurry or shaky images. Then press "use".



4. The video will be submitted for review and will be reviewed within two working days. You will receive a response as soon as the verification check is complete.

What if I don't use a smartphone?

That's not a problem – we also have a solution for drivers without a smartphone: It's possible to have your driving licence verified at one of our 350 partner locations or via a third party from your company.



Accident Prevention Regulations

Just a few simple steps



In order to ensure compliance with accident prevention regulations in Germany (UUV), your company car must be checked for operational safety once a year. For you, the driver, we make this as simple as possible. In good time, we will send out a reminder and support you at the inspection.

What happens at the vehicle inspection?



1. We send you an e-mail invitation to the vehicle inspection.



2. You make an appointment with one of our 4,000+ partner companies.



3. Prior to the test, go through the checklist for the UUV vehicle inspection and eliminate any known defects. This will help avoid a possible re-inspection.



4. Take your vehicle to the inspection. Thereafter, send us your test report (digitally) and we'll take care of the filing.

The current partner network can be viewed at any time in the AlphaGuide/on the Alphabet website in the service partner search in the UUV partner category.

UVV Driver Instructions

Comfortable online training



As the owner of your company car, your company is obliged to inform you about accident and health risks at least once a year. Thanks to our online solutions, you can conveniently find out more on your computer.

How does the online training work?



1. You will receive an e-mail request/reminder for the UVV driver instructions.



2. You gain quick and easy access to your training via a personalised link in the e-mail.



3. Answer ten randomly selected questions from our comprehensive question pool covering all relevant topics.



4. When you pass the exam, you will receive a certificate that is automatically archived in the system.



PARK NOW Service

Making parking and billing easier



Finally – parking is becoming a more relaxed affair, thanks to PARK NOW. The app not only helps you find a parking space, it also enables easy, cashless payment, both on the street and in a car park. Your parking fees are settled directly via your leasing contract.

How do I access the PARK NOW app?



1. Together with your fleet manager, you can choose PARK NOW as an additional service in your leasing contract.



2. Alphabet stores your driver data at PARK NOW. You don't have to do a thing – we take care of the entire process.



3. You'll receive an invitation by email. This contains an activation link for your own personal account.



4. You can now download the PARK NOW app on your smartphone using the link to the app that was provided in the invitation.



5. Following account activation, entering a password and downloading the app, you can log in to the app and start parking!

Vehicle Return

All's well that ends well



Returning your vehicle should be as quick and straightforward as possible. To make sure this is the case, there are a few aspects you should take care of in advance to guarantee that returning your vehicle goes without a hitch.

Flexible return options

At the end of the leasing contract, every vehicle undergoes the Alphabet returns process. Our vehicle return process is simple, straightforward and transparent. You can choose from the following methods to return your vehicle:

- ✓ the Alphabet Transport Service
- ✓ returning the vehicle to an Alphabet logistics location
- ✓ returning the vehicle to an affiliated dealer
- ✓ returning the vehicle to TÜV Süd

You can find further information on the returns process at www.alphabet.de/produkte/fahrzeugrueckgabe

What do I need to remember when returning a vehicle?

- ✓ To ensure that the process of returning your company car is as smooth as possible, we've put together a comprehensive checklist for you.
- ✓ Your personal returns process might include some specific aspects as agreed with your company. In this case, please contact your Alphabet customer support partner. If you don't know your contact partner, please contact our 24-hour service hotline on **+49 (0)89 55 20 90 90**.

For inquiries or information, please do not hesitate to contact your personal contact person or customer service representative at a branch.

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www.alphabet.de