



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

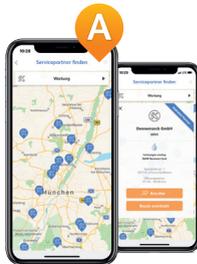
Business mobility to go



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:

- The AlphaGuide app helps you to deal with accidents and create a comprehensive report, including photos of the scene. This saves time, questions and worry.
- Carry out regular driving licence checks with ease using your smartphone.*
- The search function, GPS tracking and route guidance will get you to your destination quickly and easily – from showing your nearest licence check station and tyre, glass and garage partners of your choice through to charging points for electric vehicles. You can also use the filter function to navigate to a fuel station operated by your chosen group.
- Our 24-hour service hotline is easy and convenient to reach via the click to-call function and is always on hand to advise and support you.
- The AlphaGuide is available free of charge.
- From the App Store, the Google Play Store or right here:



* Please note that your company must have purchased the Driving Licence Check module for the function to be available for you to use in AlphaGuide.

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.



Service Card

Everything on a single card



Use the Alphabet Service Card to make cashless payments for all services agreed in the contract with your company.

How do I use the Service Card?

- The Service Card acts as proof you're an Alphabet customer at authorised garages and tyre partners. You should always show your Service Card before placing an order.
- The Service Card provides information about the contractually agreed services and tells the service partner about the approval and payment arrangements. Payment is then settled between Alphabet and the service partner directly.
- Services beyond the agreed scope of service can be settled with your company as a separate charge.
- 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.
- If your Service Card is lost or stolen, please contact us directly using 24-hour service hotline on **+49 (0)89 55 20 90 90**.

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 by calling the 24-hour service hotline on **+49 (0)89 55 20 90 90** or use the accident report function in our AlphaGuide service app. 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) and sending it to us by email or fax.
- 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

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 Management

Fuelling, charging and more



With Alphabet fuel cards, you benefit from cashless payment and maximum cost transparency. You can make cashless payments for fuel and vehicle-related products within your contractual scope of service, such as lubricants, maintenance work, accessories and road tolls.

How do I use Alphabet fuel cards?

- The fuel card entitles you to fill up with fuel and purchase vehicle-related products within the acceptance network of your respective fuel card provider:
 - > Aral/Routex fuel card: Aral, Total, ENI, OMV, Westfalen
 - > Shell fuel card: Shell, Esso, Total (Germany only), AVIA
 - > Novofleet fuel card: e.g. Jet, Star, HEM, OIL!, AVIA
- Please refrain from noting the PIN code on the fuel card itself: always store your fuel card and its PIN code separately.
- Whenever you fill up, enter your precise mileage along with your PIN code.
- Please note that the use of your fuel card is bound by the conditions agreed with your company (e.g. Diesel discount, Shell ProfiPreis fixed pricing).
- To save the details of your contract in the AlphaGuide, you need to enter your leasing contract number and the vehicle registration. Your leasing contract number is marked on your fuel card.
- The service partner search function in the AlphaGuide app directs you to the next petrol station in your respective fuel card provider's acceptance network.

We offer a multi-functional charge card (through our partners Digital Energy Solutions and ChargeNow) for public charging points, charging at your company locations and to reimburse private electricity costs for charging at home.

What should I do if I lose my fuel card?

- If your fuel card or charge card is lost, stolen or defective, please contact us directly via our 24-hour service hotline on **+49 (0)89 55 20 90 90**.
- If your fuel card, charge card or the card reader is lost, stolen or defective, payment for the fuel or electricity can be settled manually. To do so, use the fuel expenses claim form [Kraftstoffabrechnung] available at www.alphabet.de





AlphaRent

Flexible rental car offers



AlphaRent can keep 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 email alpha-rent@alphabet.de or by calling **+49 (0)89 382 71200**. We'll be happy to take reservations between 8am and 5pm, Monday to Friday.
- Simply tell us the vehicle you'd like to reserve using our rental car reservation form [Mietwagenreservierung]. You can find this on our website, www.alpharent.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, 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 obliged 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 can I check my driving licence?

- You can either check your driving licence directly using the AlphaGuide app on your smartphone or by visiting one of our countrywide network of partners. **LAPID**
- No matter which option your fleet management system uses, licence check requests – which you receive in the form of an email – provide clear, convenient reminders.
- Using the AlphaGuide app for the check? Simply enter the personal user details you received via email and follow the instructions on the screen.
- If you selected LapID as your partner, a countrywide network will be available for you to use. Simply use the AlphaGuide app's service partner search function to find your closest test station.
- For answers to key questions and issues relating to driving licence checks, consult the FAQs in the AlphaGuide app.

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 a DEKRA station

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**.

