



Drivers Service

<http://portail-conducteurs.leaseplan-online.com>

Drivers' Portal

Our new Portal dedicated to Drivers offers free, comprehensive information to make day-to-day driving easier: advice to drive green, efficiently and safely, tools to help map your route properly, auto news, environment, movies, sports and games!

<http://portail-conducteurs.leaseplan-online.com/>

Drivers Service

280, avenue Napoléon Bonaparte
92563 Rueil-Malmaison Cedex

Table of contents

Breakdown Assistance _____ 4

Maintenance – Repairs _____ 5

Tyres _____ 6

Insurance – Accidents _____ 7

Fuel _____ 8

Relief vehicle _____ 9

Vehicle Return _____ 10



BREAKDOWN ASSISTANCE

If this service is included in your package:

When further driving is impossible due to road accident or breakdown at the roadside.

Call LeasePlan Assistance

 **N° Vert** **0 800 239 239**

TOLL-FREE NUMBER FROM A LANDLINE PHONE

N.B. : on a motorway, call from the nearest emergency telephone. The Gendarmerie or Motorway Police will notify the nearest officially authorised breakdown mechanic.

Once the breakdown mechanic has arrived, please call LeasePlan Assistance who will manage the assistance procedure.

LeasePlan Assistance will do whatever is necessary to repair, tow your vehicle and help you continue your journey, pursuant to the package chosen by your company.

**To reach the Assistance Service
from abroad, call**

00 33 1 56 84 10 11



SERVICING – REPAIRS

If this service is included in your package:

You have a corporate **Travel Card** that allows you to service your vehicle in **LeasePlan authorised networks**. Their details are available at the following number:

 **N°Vert** **0 800 239 239**

TOLL-FREE NUMBER FROM A LANDLINE PHONE

Standard servicing: at manufacturer recommended mileage, show your **travel card to the LeasePlan authorised repair shop**. No prior approval is necessary.

Repairs: the authorised repair shop will first call **Leaseplan Technical services**

 **N°Indigo** **0 825 827 825**

0.15 € PER-MINUTE CHARGE

Who will deliver an approval number for the repairs required and amount.

Considering the spacing of oil changes on current vehicles, drivers are advised to check their oil levels regularly, especially during the first six months.



TYRES

If this service is included in your package:

You are required to change worn-out tyres in **LeasePlan authorised networks**, whose details are available at the following number:

 **N°Vert** **0 800 239 239**

TOLL-FREE NUMBER FROM A LANDLINE PHONE

Prior to any tyre change, the provider must call **LeasePlan Tyre Service**

 **N°Indigo** **0 825 827 825**

0.15 € PER-MINUTE CHARGE

Tyres of similar size and performance will be chosen among the brands approved by manufacturers.



INSURANCE – ACCIDENTS

1- If your vehicle is insured by LeasePlan:

Send the accident report within 48 hours to

LeasePlan Assurance
280, avenue Napoléon Bonaparte
92563 Rueil-Malmaison

 **N° Vert** **0 800 239 239**

TOLL-FREE NUMBER FROM A LANDLINE PHONE

2- If your vehicle is NOT insured by LeasePlan:

Consult your insurer.

Inform **LeasePlan** about any serious accident requiring substantial repairs.

Send a copy of the repair invoice to **LeasePlan Assurance**.

N.B. : repairs on **LeasePlan** vehicles must be performed in body shop networks authorised by **LeasePlan**.

BEWARE:

Never accept delivery of vehicle without proof that the vehicle is insured. The green insurance card and “vignette” (road tax disc) are compulsory.



FUEL

If this service is included in your package:

You will use a **LeasePlan Travel Card** branded by an oil company who has an agreement with LeasePlan.

This fuel Travel Card must be used as a bank card: do not leave the PIN code with the card.

In case of loss or theft, please inform **LeasePlan** within 24 hours by registered letter, asking to cancel your card.

LesasePlan France
Gestion Carburant

280, avenue Napoléon Bonaparte
92563 Rueil-Malmaison Cedex



RELIEF VEHICLE

Our **Relief Vehicle Service** can put a short-term rental vehicle at your disposal anywhere in France at a preferential rate, for a specific need, in case of servicing, repair, accident or as lead-in vehicle.

Call us for advice at

 **0 800 239 239**

TOLL-FREE NUMBER FROM A LANDLINE PHONE

Upon receipt of your order, we will promptly put a vehicle at your disposal, subject to vehicle availability at our short-term rental providers.



VEHICLE RETURN

For vehicle return, it is imperative that you call LeasePlan's vehicle return department

 N°Vert 0 800 239 239

TOLL-FREE NUMBER FROM A LANDLINE PHONE

Please fill in the two forms enclosed in the vehicle file:

- The car return form ascertained jointly with the garage making the inspection.

The driver keeps one copy, the second copy is sent to **LeasePlan**, the third copy remains at the garage.

- The vehicle return certificate showing vehicle mileage.

Immediately send to the Return Department in Maurepas:

- Original copy of the car return form duly filled out by lessee and manager of return location.
- Vehicle registration document.
- Green insurance card.
- Technical inspection sheets (if available).
- Fuel Travel Card.

Vehicle rental will be terminated only upon receipt of these documents by:

Service Restitution LesasePlan
5-7, avenue Louis Pasteur
Zone d'Activité "Pariwest" - BP 186
78313 Maurepas Cedex
Tél. : 01 30 49 18 18 - Fax : 01 30 49 16 49



*it's easier to leaseplan**

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