

Fact sheet for customers of Lex Autolease Associates

We make maintenance easy for drivers.

Vehicle maintenance is something that has to be done.
We aim to make it as easy as possible for our drivers.

Comprehensive maintenance cover.

While vehicle maintenance is something that can't be avoided, we try and make it easier for our drivers. We help them to save time by offering a convenient one call booking service. Our Vehicle Service Management team manages all the drivers' servicing and mechanical repair requests including MOT bookings, windscreen repair and replacement, new tyres, batteries, exhausts, as well as vehicle hire.

What's covered?

- Servicing, maintenance and repairs
- Tyres
- Breakdowns
- Replacement glass (rechargeable)
- MOT
- Road Fund Licence renewals
- Motoring offence management (administration fee applies).

The benefits:

Cost – paying one monthly fee means our customers never have any unexpected surprises when their bill arrives.

Convenience – our one call service means that our customers can be confident that they'll be able to speak to the right person, whatever the problem.

Assurance – our customers benefit from peace of mind knowing that they are always covered. Our services enables their drivers to get back on the road as soon as possible limiting the disruption to their business.

Vehicle Service Management.

One call is all that's needed for your drivers to look after all the mechanical and servicing needs of their vehicles.

Vehicle Service Management is a one-stop maintenance and repair booking service that removes all the hassle of arranging a service. This facility sources the best local approved supplier to arrange vehicle servicing, MOTs or any other non-urgent mechanical repairs.

The benefits:

Your drivers can benefit from:

- A single phone number so they can speak to a dedicated team of service booking agents.
- Assistance and guidance regarding their service/repair booking.
- Free collection and delivery of their vehicle from home or work.
- A detailed list of all repairs provided when carried out by our preferred suppliers.
- Car and Van Rental requests.
- A text message reminder service the day before a service or repair is due
- A courtesy car available with a five-day notice period for servicing and repairs, helping to keep driver downtime to a minimum.
- Out of hours servicing.

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Vehicle Downtime Management.

Customers who opt for a fully-maintained option can benefit from our 24-hour Vehicle Downtime Management service. It provides complete support for drivers and fleet managers via a dedicated helpdesk for any technical issues surrounding the day to day management of their vehicles.

Drivers can use a single phone number to efficiently manage the maintenance of their vehicle, from booking rental vehicles, servicing and repairs to arranging tyre replacements and reporting damage and problems.

The benefits:

- Quick resolution to issues.
 - Access to in-depth knowledge of individual manufacturer issues.
 - Reduced overheads and administration.
 - Vehicle downtime is kept to a minimum.
 - Support is always available for drivers.
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Replacement tyre policy.

Tyres play a crucial role in vehicle safety which should not be compromised. We have developed an industry-leading fair play on tyres policy. Provided that our chosen supplier is used, we will repair or replace a tyre after a puncture, kerb or sidewall damage, or at a tread depth of 2mm, free of charge. What's more, we only fit premium-branded tyres to ensure quality and longer life.

Our preferred tyre supplier: Kwik-Fit.

The benefits:

- No recharge for replacement of tyres with a tread depth of 2mm or below, puncture repairs, or tyres with side-wall damage, irrespective of tread depth readings, provided our chosen supplier is used.
 - Only premium-branded tyres will be used as a replacement.
 - Inclusive only to those who take Contract Hire with maintenance.
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Breakdown Assistance.

Unexpected vehicle difficulties can have a serious effect on our customers' businesses, causing unnecessary stress and inconvenience. Our emergency roadside assistance and breakdown service supplied by the RAC offers support to drivers 24 hours a day, 7 days a week, 365 days a year.

This service is available to all fleet-managed vehicles up to 3.5 tonnes (not longer than 5.5 metres or not wider than 2.3 metres) and is included in the monthly rental for customers with a full maintenance contract.

Breakdown Assistance includes:

- One number to call for all breakdown assistance.
 - Roadside assistance from the driver's home or workplace as well as on their journey.
 - European cover if required.
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Replacement Vehicles.

In the event of a breakdown or accident, it's important to keep your drivers mobile to reduce downtime and maintain productivity. By providing a replacement vehicle you can be confident they will be back on the road as soon as possible. In addition to cars, we can also provide commercial and specialist vehicles through our hire providers.

The benefits:

- Ensures total mobility.
- Reduces driver downtime.
- In cases where this is contracted, the vehicle is normally provided for up to 28 days.

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Replacement Glass.

A chip or crack in a windscreen may not only prevent a car passing its MOT but may also compromise the safety of the driver and any passengers. With driver safety paramount, we aim to take away the hassle of arranging glass repair or replacement.

Through our preferred supplier, we provide drivers with an efficient glass replacement service. We take over any administration and organisation involved in the repair or replacement of windscreens and body glass (excluding mirrors and sunroofs).

Payment options:

Fixed Price Replacement Glass – A set monthly fee, which is additional to maintenance, per vehicle per month to cover replacement of glass (excludes panoramic windscreens).

Our preferred glass supplier: Auto Windscreens.

Additional services.

European Travel Pack.

If an employee wants to drive a Lex Autolease vehicle in Europe, appropriate documentation and permission is required. We can provide this (along with other benefits) through our European Travel Pack.

European breakdown cover includes:

- Issue of a Vehicle On Hire certificate and Letter of Authority. Drivers must notify the travel desk of their intention to travel at least ten days before departure.
- Breakdown Assistance with recovery to and from UK ports.
- Recovery to the nearest appropriate garage while abroad.
- Order and dispatch of spare parts.
- Onward travel costs.
- Vehicle break-in damage cover.
- Repatriation if the vehicle cannot be repaired in time for homeward travel.
- Cost of travel and accommodation for one person to return to collect the vehicle.
- Legal expenses cover.