

# Quick Service Guide

Product leaflet



Better with every move.

 **ayvens**  
SOCIÉTÉ GÉNÉRALE GROUP



## We will help you if you find yourself in trouble

- Dear Clients, This material provides a quick overview of what to do in the event of an inoperable vehicle or a vehicle that can be driven but which is exhibiting a fault, has a puncture or is damaged. You will also find instructions here on what to do in the event of an accident, as well as when your vehicle needs repairs or maintenance.



In all of these cases, we are ready to help you via the online myAyvens Driver app available on mobile phones, on the [www.ayvens.cz](http://www.ayvens.cz) website or at Ayvens contact points.

Wishing you many safe kilometres with our vehicles!

Your Ayvens.

**Download the myAyvens Driver application free of charge:**





## 1. Inoperable vehicle fault/ puncture/breakdown

- ▶ Call the Ayvens Assistance service. The assistance service will arrange transportation of the vehicle to an Ayvens contractual service centre.

**+420 848 455 555**



## 2. Inoperable vehicle accident/ damaged bodywork

- ▶ Call the Ayvens Assistance service. The assistance service will arrange transportation of the vehicle to an Ayvens contractual service centre.

**+420 848 455 555**

Report the insurance claim and other information needed for repair.\*

**<https://pojisteni.ayvens.cz>**

or using the **myAyvens Driver**

\*If the insurance is included into contract with Ayvens.



## 3. Operable vehicle accident/ damaged bodywork

- ▶ Report the insurance claim and arrange a location for repair repair.\*  
Repair will be performed on the agreed date, in the case of a preferred contractual repair shop, with the option of a free courtesy car.

**<https://pojisteni.ayvens.cz>**

or using the **myAyvens Driver**

\*If the insurance is included into contract with Ayvens.



## 4. Operable vehicle damaged glass

- ▶ Report the insurance claim and arrange a location for repair.\*  
Glass repair/replacement will be performed at the time and place of your choice, in most cases by mobile team.

**<https://pojisteni.ayvens.cz>**

or using the **myAyvens Driver**

\*If the insurance is included into contract with Ayvens.



## 5. Maintenance/vehicle repair/maintenance inspection/tyre change and servicing

- ▶ Call our 24/7 Ayvens Service Line on +420 955 525 000 and select option 2. Let us know your preferred date for the service and we'll take care of everything else for you.
- ▶ You can also book a service through the myAyvens Driver application or at <https://servisy.ayvens.cz>.



## 6. When to call the police (on 158)?

- ▶ If someone has been injured or killed.
- ▶ Material damage has been caused to any of the vehicles, including items transported in the vehicle, in excess of CZK 100,000.
- ▶ Damage has been caused to the road or road signs.
- ▶ Damage has been caused to third-party property (e.g. a house or a fence).
- ▶ The people involved in the accident cannot agree on what extent each person is to blame.
- ▶ The people involved in the accident are unable to restore the normal flow of traffic themselves.
- ▶ In the event of vandalism or theft, even partial (a criminal offence).
- ▶ If a wild animal has been hit.



## 7. Other useful information

### Damaged bodywork /glass, accident

- ▶ Reporting an accident to the roadside assistance service is not the same as reporting an insurance claim.

The insurance claim must always be reported to the Ayvens Insurance Department.

- ▶ Documents required for settlement of an insurance claim:
  - traffic accident report
  - copy of the driver's driving licence

### Repair, maintenance inspection

- ▶ Have your on-board literature (maintenance log book) with you. Call our 24/7 Ayvens Service Line on +420 955 525 000 and select option 2.

### Seasonal tyre change

- ▶ Please book your appointment well in advance, i.e. at least 14 days in advance. When you hand over the vehicle to the tyre service centre, you will also have to present your tyre storage slip.

Thank you for driving vehicles from Ayvens.