

Our services for your fleet



Better with every move.

 **ayvens**
SOCIETE GENERALE GROUP

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Better with every move.



Welcome to Ayvens. We are a leading global player in sustainable mobility, providing multi-mobility solutions, flexible subscriptions, full-service leasing and fleet management services to a client base of private individuals, professionals, SMEs and large corporates.

In a world that needs more intuitive and more sustainable ways of moving, we are committed to making life flow better for all our customers. Sure, we help people get from A to B – but it's about much more than that. Because we also believe in creating mobility solutions that put a smile on your face and your employees' faces.

Mobility with Ayvens.

Why just lease a car when you could be leasing quality, time, expertise and a genuine partnership at the same time? Ayvens offers you all this, plus a range of fleet management services.

1

Lease quality.

You can always count on getting the best advice from us as your proactive partner. And that's just one of many quality-related advantages of choosing Ayvens.

2

Lease more time.

We offer you solutions that are both innovative and efficient.

3

Lease know-how.

You don't just get the best service from us; you also benefit from a wealth of expertise.

4

Lease authentic partnership.

We aren't just your leasing company. We're your authentic leasing and sustainable mobility partner.

5

Your benefits with our full-service leases

Cost efficiency.

- Financial planning security thanks to constant lease instalments
- Transfer of financial risks for residual value, maintenance, repairs and tyres
- A liquidity boost for your core business
- Lower fleet costs due to bulk discounts
- Balance sheet structure optimisation
- Visible savings potential with full cost transparency
- Qualified invoice checks including enforcement of warranty claims and goodwill entitlement

Reduces workload.

- Lower administrative process-related workload
- More personnel for your core business
- Fast and error-free business workflows
- Lean daily processes thanks to professional consultancy services
- Document reduction

Maximised employee motivation.

- Higher employee satisfaction thanks to an optimised car policy and competent advice
- Easy vehicle selection with an online calculation tool



Our contract types

Life doesn't always turn out the way you plan it. But fleet management can – if you come to us. We offer you a range of contract types with flexible structuring options. For example, you can outsource the management or financing of your fleet or find an interim solution for an existing fleet.

Profit sharing – opportunity without risk.

If you opt for profit sharing, we work with you to get the most out of your leased fleet. You receive an annual statement on all end-of-lease returns in any one calendar year, including a comparison of budgeted and actual costs for maintenance and repairs, tyres and remarketing. We assume the risk for any over-budget costs. And, if there's an overall plus, we pay out 50 percent to you. Further services are settled at the end of each individual lease.

Closed-end leasing – we assume the risk.

We assume the full vehicle marketing risk (with typical wear and tear), as well as the risk for maintenance, repairs and tyres. If you go over the budgeted costs at the end of the lease, we absorb the excess. This means you know the exact amount of costs to budget for during the entire term of the lease. Any additional services are billed at the end of the individual lease contract.



Service contract – fleet administration in the best hands.

With this type of contract, you transfer the administration of your fleet to us, while retaining your existing financing model for the vehicles in your fleet.

This allows you to benefit from the savings we can leverage for you, as one of the largest and most experienced leasing service providers in the market, with professional fleet management and effective cost control.

Sale & lease back – get a cash injection from your fleet.

We're both a mobility and a liquidity provider with our sale & lease back arrangement. You sell your fleet assets to us in a simple and convenient process and then lease them back on the same day. A sale & lease back arrangement frees up capital you can then deploy for the more efficient achievement of core business objectives.

Your benefits with Ayvens:

- Reliable planning and budgeting
- Immediate liquidity boost
- Transfer of your administrative workload



Our customer service

Above all, we want to do the best we can for you and the management of your fleet – by providing the best possible service. We help you get up to speed with dedicated contacts, comprehensive support and a close partnership with us.

You can only leverage potential savings and safeguard your long-term mobility if you're getting optimum support. That's why our intensive fleet customer service is ongoing, not one-time. We maintain close contact and communicate with you on a regular basis to ensure that your fleet is always well-structured.

Strategy development.

With your help, we develop a holistic strategy for your fleet.

Process optimisation.

We show you how to optimise your fleet management processes and structure your daily work as effectively as possible.

Optimisation and efficiency analyses.

We ensure that your fleet is always operating at the best possible cost efficiency.

Information services.

We keep you up to date on all aspects of your fleet, as well as on sector and consumer trends.

Your benefits with Ayvens:

- In-depth and personal customer service
- Process optimisation and potential savings identification

Our fleet software

Time is money – your money. That’s why we’ve come up with something that reduces your workload and maximises your mobility.

Vehicle orders, fleet administration and lease terminations are just a mouse click away with our innovative My ALD fleet software.

My ALD: vehicle calculation software for drivers.

We simplify the process of vehicle selection with our online configurator, which allows your employees to simply configure and calculate the cost of their new vehicle themselves. Your drivers’ vehicle order requests are sent to you online, and all you have to do is approve them. At the same time, you boost your employees’ mobility and motivation.

My ALD for fleet managers.

You can use My ALD for simple online vehicle orders.

It’s also a convenient tool for standard vehicle administration processes. For example, you can use My ALD to share vehicle mileage with us or extend contract terms. Driver administration is another function of the software. It can be used to add new drivers, for instance.

With us, even goodbyes are easy! If you want a vehicle picked up at the end of a lease, simply inform us of your preferred pick-up date and address, and we’ll take care of the rest. The valuations for your returned vehicles are then conveniently sent to you by email.

You can retrieve and analyse current fleet data, including vehicle and driver-related data, statistics, overviews of the various cost types and much more with My ALD.

e-documents: your paperless file.

Save time, paper and space with e-documents. You receive access to all standard Ayvens documents for your leased vehicles, and you can even store your own e-documents there.

My ALD driver app: your handy helper.

The My ALD smartphone app puts our services at your drivers' fingertips.

Your benefits with Ayvens:

- New vehicle orders online
- Fast and efficient standard processes online
- Data and cost transparency



Our electric mobility solutions

Switching over to electric mobility isn't quite as easy as getting into an electric car. But we can facilitate the process for you.

We offer a free choice of electric and plug-in hybrid cars and LCVs.

It includes all the models currently available on the market. A total cost analysis, including electricity and fuel consumption, is possible when the vehicles are included in your car policy.

Europe-wide charging – charge cards and charging app.

Our Aral and Shell fuel and charge cards provide your drivers with access to nearly 100% of public charging stations in Germany and 98% of the Europe-wide roaming charging network, as well as home chargers. The charging app provides a transparent overview of all charging processes.

Home chargers.

You can request to buy calibration-compliant home chargers from our partner.

Your benefits with Ayvens:

- A contemporary low-emission fleet
- Exploitation of tax relief options
- Access to all city no-drive/environmental zones

Our maintenance, repair and tyre services

It's one thing to trust that repair work has been done well, but it's better to know for sure. We ensure that your trust is well placed by thoroughly checking every repair partner invoice.

Benefit from our partnerships.

Bulk buying summer and winter tyres allows us to secure the best deals for you. We've also negotiated special discounted rates and additional services with our repair partners for the maintenance and repair of your leased vehicles.

And from our invoice checks.

Our in-house experts for specific vehicle makes review price quotations and thoroughly check every invoice. And we don't just check that the invoice figures are correct, we also enforce goodwill and warranty claims on your behalf.

Attractive additional services.

Your drivers also save a lot of time with our attractive and complementary additional services, such as collections and returns. Appointments for repairs or maintenance can be conveniently booked online via the app or by telephone.

Your benefits with Ayvens:

- Cost savings thanks to our nationwide network of maintenance, repairs and tyre partners
- Plausibility check of all repair invoices
- Compliance with manufacturer instructions to avoid unnecessary costs

Our fuel card service

Our fuel cards put an end to receipt management chaos. We provide regularly updated online reports so that you can conveniently check your fuel card cost items whenever you like.

We offer a choice of two attractive cards – and you can even choose both. If you also have electric vehicles in your fleet, you can conveniently use both cards for charging.

And your drivers can use our fuel and charge cards for cash-free purchases of items such as tyres or car washes.

Aral fuel & charge Card.

The Aral fuel and charge card can be used throughout Germany and Europe at Aral/BP, Agip, Statoil, TOTAL, OMV filling stations, plus all Westfalen filling stations in Germany.

Shell card.

The Shell fuel and charge card is accepted at Shell, Esso, ENI (Agip) AVIA, OMV, ORLEN, Star and Westfalen filling stations in Germany, and at Shell and Esso filling stations throughout Europe (Italy: ENI).

Your benefits with Ayvens:

- Less paperwork to minimise your administrative workload
- The largest filling and charging station networks in Germany
- Refuelling and charging with one card

Our rental car service

If you have short-term mobility needs but don't want more cars in your fleet, your best option is rental. Our tailored rental car service is the most cost-effective way to meet temporary additional mobility requirements.

Flexible short-term rentals.

Our expansive network of rental partners ensures you have fast access to our rental car service wherever you happen to be. All you have to do is call our reservation centre and we'll deliver the vehicle you've requested promptly to any location in Germany.

Uncomplicated long-term rentals.

If you need a long-term rental, we can also offer you vehicles with winter tyres, a fuel card and a sat-nav system, without the need for you to take out a long-term lease.

Your benefits with Ayvens:

- Short-notice replacements for leased vehicles that are off the road or supplementary vehicles to meet temporary additional mobility needs
- The opportunity to experience electric mobility with our long-term EV rentals

Our electronic driving licence checks and driver training

You're committed to keeping your drivers safe. But now you don't have to do everything yourself. Regular driving licence checks and driver training are a legal requirement in Germany that we're happy to take off your hands. And all test procedures are comprehensively documented.

Electronic driving licence checks.

You trust your drivers, but driving licence checks are mandatory in Germany, so you need to be sure they are getting done. With us, the checks aren't a time-consuming process. To make your fleet management processes leaner, we use the DriversCheck app for tag-free German driving licence checks on a licence number basis. If you have drivers with foreign or paper driving licences, DriversCheck does a check with the DriversCheck tag. The checks are performed twice a year by your employees, who use the app to scan their driving licence QR codes.

An app can do a lot. But our service can do more. We administer all driving licence data and handle all driving licence check-related correspondence. For example, we document the results of all the checks, delete the driving licence profiles of inactive drivers and register new driver profiles.

E-training for drivers.

Keep your drivers up to date on the latest road safety rules and have the test results at your fingertips. An online course provides your drivers with e-training on how to stay on the safe side of road traffic legislation. E-training ensures you comply with the legal requirement to provide appropriate instruction to your drivers under section 12 of the German Occupational Safety Act and Section 4 of DGUV Regulation 1 and section 35 of DGUV Regulation 70.

Course content is taught in modern learning modules with a knowledge test at the end of each one. E-training for drivers ideally complements the electronic driving licence check, as the driver data and the Drivers-Check app are used for both services.

Your benefits with Ayvens:

- Legal compliance with mandatory test intervals and documented test results
- Verified fulfilment of statutory requirements
- Flexible e-learning for your drivers



Our claims management service

What you need when you're involved in an accident is professional support. We arrange the repairs, organise a replacement vehicle and handle all the insurance formalities. You benefit from a low administrative workload and average savings of 15 percent on every repair.

We're always there when you need us! Our 24-hour accident assistance service not only gives your employees quick advice in the event of a damage incident, but also the address of the nearest repair partner. If the car isn't roadworthy, we arrange for a towing service to collect it, and we also organise a rental car to be delivered to your employee at the roadside – so they can get back on the road as quickly as possible. Even abroad.

We then clarify all the details with the insurers, monitor the claims adjustment process, pre-finance any vehicle-related damage costs and keep you updated with our online reports.

Your benefits with Ayvens:

- 24/7 accident assistance – by phone or online
- 15 percent lower accident damage repair costs with our partner network
- Minimised administration workload when a vehicle is damaged

Our insurance service

We developed our 3D coverage concept to ensure you always have optimum insurance cover. You benefit from tailored insurance cover, proactive prevention and simplified fleet management. And you can rest assured that your company car drivers are safe behind the wheel.

Our LeasePlan Versicherungsvermittlungsgesellschaft mbH, a motor vehicle fleet insurance specialist, ensures your fleet has optimum insurance protection. It has over 45 years of experience as an independent insurance broker as defined in section 34 d (1) of the German Industrial Code and well over 50,000 insured vehicles.

We collaborate with many reputed insurance partners, as well as with the specialist motor insurer, Ayvens Insurance. You can rely on us to find the optimum insurance solution for your fleet, and we're happy to provide you with a fixed-rate premium deal that is tailored to your needs on the basis of your individual claims history.

With us, you have the choice.

You can obtain very affordable third-party liability and fully comprehensive insurance through Ayvens Insurance – our in-house specialist motor insurer – through our reputed German insurance partners or through your own insurance partner. If you take out insurance with one of our partners, our damage and claims handling service is included.

And you always benefit from our services – which include premiums tailored to your individual claims history, so that you only pay for the volume of claims you actually make, without having to co-finance damage caused by others.

Our GAP (Guaranteed Asset Protection) insurance is always included, offering significant savings in the event of vehicle write-offs or theft, as it covers the financial difference between the vehicle's purchase price and its current market value.

Our alternative cover concepts

Risk retention – to protect your budget.

Risk retention offers the same protection as own damage insurance yet is much more affordable. Our innovative risk retention model enables you to insure company vehicles leased from us with a gross weight of up to 3.5 tonnes, as well as save on insurance tax and brokerage costs

Own Damage Fund – maximum simplification.

With the Own Damage Fund model, we jointly determine your projected monthly damage-related costs so that you can budget efficiently and have full cost transparency. Any positive effects of your risk management activities have an immediate impact on the budget. Although you still bear the risk with this alternative cover concept, we refund you the difference if the volume of own damage claims is lower than projected.

Own Damage Fund Plus – minimum overall damage risk.

Our Own Damage Fund Plus service provides you with cover for diverse major risks. You can insure against specific natural events so that damage caused by those events has no impact on your balance sheet or define a total amount of claims expenditure per year which is covered even if you exceed it.

Our risk management reporting – maximum savings.

Annual risk management reports with detailed analyses are included with all three cover concepts. This service helps you to keep your fleet costs to the minimum all the time.

It goes without saying that you get full cost transparency because insurance costs are accounted for on a vehicle-specific basis.

Your benefits with Ayvens:

- Wide choice of alternative cover concepts
- Minimised administrative workload
- Dependable insurance coverage

Our commercial vehicle service

No compromises: We offer you a selection of vehicle makes and tailor the vehicle you choose to your needs with individual equipment, conversions and fit-outs. This means we can offer you customised solutions in line with your requirements profile – from LCVs to heavy-duty trucks.

We have had an in-house team of commercial vehicle experts since 1995, so our team is familiar with your sector's commercial vehicle needs. We also provide you with effective support in the commercial vehicle planning and procurement process. In fact, we take care of everything for you – from the selection of vehicle model and fit-out options, to the application of stickers, the organisation of custom modifications, registration and delivery. These processes are smooth from start to finish thanks to our MSAs with all reputable outfitting and conversion specialists.

For commercial vehicles with a gross weight of more than 7.5 tonnes or special-purpose vehicles with a gross weight of up to 7.5 tonnes, we can offer you commercial leases that include financing plus a service package tailored to your needs and full transparency on all contract components. Service settlement takes place at the end of each individual lease contract, and any surplus funds will be reimbursed to you. In other words, you not only benefit from a reduced administrative workload, but also from more effective budget planning on the basis of constant lease instalments during the entire contract term.



We help you to significantly reduce the off-road time of your commercial vehicles. If they have a defect we recommend the nearest suitable repair workshop and arrange the repairs. Regular lifetime and wear-and-tear analyses allow us to detect common faults and wear parts and report them to the manufacturers.

Your benefits with Ayvens:

- Manufacturer-independent selection of vehiclesw
- Most economical solutions with our cost-benefit analysis
- Best conditions from manufacturers, dealers and partners specialising in commercial vehicles



Our Fleet Consulting projects

Our experienced team members will always point you in the right direction – with our unique consulting projects. You can request them outside of our services, either individually or as a package.

Our innovative consulting projects all have one thing in common: they contribute to the cost-efficiency of your fleet and reduce your fleet management workload. Each of the services deals with a different aspect of fleet management, so you can simply select the ones that are right for you.

Another plus point: You can take advantage of our services even if you're with another fleet management company. We recommend the right measures to take as an independent third party.

A tailored car policy.

When we optimise car policies, we always consider the three key factors of people, planet and profit. An optimised car policy puts you on the fast track to achieving your goals. That means:

- Maximum cost transparency and the ability to budget effectively.
- We find the most economical, manufacturer-independent and objective solution for you.
- Best of all: your company car drivers are motivated because their interests are taken into account.

Best purchasing conditions.

With us you have full transparency. We compare your procurement terms with those of similar fleets.

Then we contact manufacturers and traders to secure the best possible deals for you. If you like, we can even take care of all negotiations – right up to the drafting of your new contract. That means:

- Manufacturer independence for the broadest possible choice.
- Transparency regarding comparable vehicle fleets.
- Always up-to-date comparative data.

Maximum driver satisfaction.

Use a key source of information for the efficient organisation of your fleet: your drivers. We conduct an online survey to discover employee satisfaction with their company cars and lease services.

It delivers insights into the performance of your leasing partners and insights into how employees feel about planned or implemented measures. That means:

- You can take targeted and efficient action.
- You receive information on how satisfied users are with their company cars and how they feel about planned or implemented measures.
- The survey boosts company car user motivation and satisfaction because they know their needs are being taken seriously.

We polish your processes.

From quotations to everyday fleet administration – we identify areas where fleet management processes can potentially be improved. Once they have been identified, we provide targeted recommendations on how you can reduce your costs and improve your process reliability. For example, we show you where fleet software can be used to simplify your processes and how to maximise driver support.

That means:

- Lower workloads for fleet managers and administrative staff.
- You reduce your process costs with us.
- We improve the reliability, quality and transparency of your fleet processes.

More effective risk management.

Our risk management consulting service tells you exactly where the risk factors in your fleet are – so that you can take targeted action. We perform a requirements analysis as the basis for an individual risk management concept with targeted measures to reduce your fleet claims rate.

That means:

- We help you reduce both direct and indirect damage costs.
- You can also take targeted steps to enhance your drivers' safety.
- You get a clear overview of your risk management performance.

Your benefits with Ayvens:

- Objective teams of manufacturer-independent experts
- Decades of domestic and international market expertise
- Use of know-how and data from many thousands of full-service contracts

Our international fleet management service

You can't be everywhere at the same time – but we can. We guarantee you global mobility and are happy to take on the demanding task of managing your international fleet. You benefit from harmonised services and fully leveraged synergies.

Different countries – same high standards.

We introduce structure and efficiency into international fleet management. With our global network and more than 50 years of experience in international fleet management, we are today in a position to offer you a comprehensive range of globally harmonised services that also take regional differences into account.



We manage your international fleet with local know-how.

We are familiar with markets around the world, and you can rely on the same excellent service and great value for money in all these markets. For example, we negotiate bulk purchase discounts and pass them on to you.

Your benefits with Ayvens:

- Globally harmonised services and standards
- Country-specific regulatory framework expertise
- Comprehensive reporting systems for a guaranteed overview



Our solutions for owned fleets

With us as your partner, you don't even need a leased fleet to enjoy optimum mobility. Our services and advice always pay off – even with an owned fleet. What's more, you can have it all!

Many of the innovative services we provide to leasing customers are also available to fleet owners. Our fleet software, for example. It allows you and your drivers to compare vehicles or calculate driver contributions and benefits in kind. Approval and order processes for your owned vehicles can also be done online with our software.

You can also use our virtual e-documents tool to digitally archive all your vehicle-related documents. And when the time comes to take fleet vehicles out of service, you can count on us to professionally remarket them.

All our services for owned fleets are billed on the basis of our service contracts.

Your benefits with Ayvens:

- Vehicle comparisons with fully electronic approval and order processes
- Lower costs and less administrative work
- Professional advice and support

Our used car sales

One day you'll part ways with your vehicle, however happy you've been with it. To ensure that you want to continue partnering with us, we use an independent partner to value your vehicles on the basis of fair and transparent criteria and, above all, without unrealistic expectations.

The end-of-lease procedure is very easy for you. We pick up your vehicles and deregister them with the support of our logistics partner. You can always be sure of getting a fair valuation for your used vehicle from us because all vehicle valuations are carried out by an independent partner.

We assess the damage to your vehicle in accordance with our fair and transparent vehicle valuation criteria. One of the special features here is that typical wear and tear issues on returned vehicles, such as scratches or small dents, are irrelevant for you because we assume this financial risk.

Our fair wear and tear guidelines for cars and LCVs, together with our online reports, guarantee maximum vehicle valuation transparency. All valuations include the repair cost reports and photo documentation of any chargeable damage.

And thanks to our international online used car auction marketing concept, you can rest assured that your used car won't be with us for long.

Your benefits with Ayvens:

- Transparency through special valuation guidelines
- Objective and fair vehicle valuations
- International marketing concept with best price guarantee

Our salary sacrifice models

We offer salary sacrifice models so that all employees can have access to company cars. Not only do they improve employee motivation, they also enhance your attractiveness as an employer.

Employee motivation

Take advantage of salary sacrifice models to improve both employee retention and your image as an innovative employer.

Cost efficiency

Reduce payroll costs by offering your employees a company car at your preferential purchasing rates under a salary sacrifice model.

Both you and your employees benefit from tax and social security advantages.

Salary sacrifice with Benefit Car powered by eclara

Our partner eclara offers a comprehensive range of support services.

eclara supports you and your employees with expert guidance on all salary sacrifice and leasing-related matters, from the implementation of the model within your organisation through to employee communications.

Employees can access a tailored range of electric vehicles through an online platform, with electric vehicle lease contracts concluded directly with Ayvens in your company's name via a fast and uncomplicated process. They also benefit from significant savings.

Scope of services

Our leases come with a range of practical services. Optional add-on services are also available. Payment protection insurance covers salary shortfalls caused by illness, termination of employment or parental leave, ensuring that your company is protected from additional cost.

Your benefits with Ayvens:

- A light admin workload thanks to optimum support from eclara
- CO₂ savings certificate to verify your company's improved carbon footprint
- Personal advice
- Customised online platform
- No risk thanks to payment protection insurance



Our car subscriptions

Our short-term car subscriptions of just 6 to 24 months close the gap between leasing and long-term rentals. These short contract terms offer you an excellent level of flexibility. They allow you to respond promptly to changes in the market and reduce the cars in your fleet at short notice and at no extra cost.

Your company car drivers also appreciate our car subscription service because it offers them a comprehensive and attractive selection of pre-configured and readily available vehicles with comprehensive business features. You can find them in our modern car subscription online shop.

If you like, we can tailor the subscription service to your car policy. We create driver data and user groups according to your company structure, including reference rates or budget limits, as well as defined inclusions and exclusions of vehicles and vehicle criteria. Cost centres and driver contributions can also be mapped. We're happy to advise you.

All-inclusive service.

Our car subscriptions are a very convenient option for you thanks to the all-inclusive service we offer – including registration and delivery, fuel cards, mobility guarantee, roadside assistance, damage and claims handling and liability reduction, radio licence fees, vehicle tax and traffic offence administration.

Your benefits with Ayvens:

- Short contract terms for excellent flexibility
- Motivated employees thanks to a large and attractive selection of pre-configured business vehicles in the modern online shop on the basis of your car policy
- Convenient all-in service for a lower administrative workload

Comparison of leasing, car subscriptions and long-term rentals

Which mobility model is best for your fleet?

Our mobility services – leasing, subscriptions and long-term rentals – offer you the flexibility to create a motivating and cost-effective fleet. To simplify your choice, we’ve summarised the most important decision criteria for you.

Whatever you choose:

We’re here to support you with our comprehensive expertise and all-inclusive service. How can we support your next move?

	Leasing	Car subscriptions	Long-term rentals
Duration	min. 2 years	6–24 months	min. 1 month
Contract flexibility	low	high	very high
Suitable for temporary mobility requirements	no	yes	yes
Vehicle of choice possible	yes	yes, all pre-configured vehicles	preferred category only
Delivery lead time	several months	usually 2-4 weeks	prompt
Employee motivation	very high	high	low
Car policy compliance/drafting	yes	yes	no
Costs	<long-term rentals	~long-term rentals	–
Scope of service	modular	all-in	all-in
Fleet management advice and consulting	yes	no	no



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ALD AutoLeasing D GmbH
Nedderfeld 95
22529 Hamburg

Phone: +49 211 91358210
Email: info.de@ayvens.com

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with our newsletter.

www.ayvens.de