



# Here we go!



# Welcome to Ayvens!

Team Ayvens would like to take this opportunity to welcome you and congratulate you for your new car. We thank you for choosing Ayvens as your Car Leasing Partner.

The User Guide ensures that you have a comprehensive understanding of all the services that we provide. It has been designed to provide you with a quick and easy reference of our services, contact numbers and other essential information to help you get the most from your driving experience. A quick read through the guide is recommended to familiarize yourself with the contents, so that you can gain maximum advantage from Ayven's Fleet Management Program.

We request you to also refer the Owner's Manual provided by your car manufacturer to ensure that you have a better understanding of the features and functionalities of your car. Should you need any assistance, write to us at **[india.care@ayvens.com](mailto:india.care@ayvens.com)**

You could also visit us on our website **[www.ayvens.com/en-in](http://www.ayvens.com/en-in)** for any further information. Wishing you a safe driving experience.

Best Regards  
Team Ayvens









# Fleet management services maintenance and mechanical repairs

For each vehicle, manufacturers specify the time and mileage intervals at which vehicles should report to their authorized service centers for inspection.

These inspections or 'Services' are carried out as per the manufacturer specifications, as per the 'Service Schedule' which is usually incorporated within the Owner's Manual supplied with the vehicle. It is very important for such services to be carried out, as failure to do so may affect the manufacturer's warranty, which may not be honored if it can be shown that a fault arose due to the failure to carry out the required service inspection.

We always endeavor to get services carried out at the manufacturer authorized service centers to ensure that appropriate quality procedures are implemented, and that manufacturer's warranties are not affected.

Visit us on the My Ayvens Portal



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# Fleet management services

## Maintenance service

### Scope of work

- **Regular Vehicle Maintenance:**

Services carried out in line with manufacturer recommended service schedules: replacement/top ups of the oils, general check-up of belts, brakes, tyres, wipers, lights, etc.

- **Mechanical Repairs:**

Any observable defects or abnormalities are also noted and the recommendations are given.

- Tyres (as per the contracted terms) and Battery replacement as per the check sheet available with the dealer. If you notice any irregular functionality in the car - ANY warning lights appearing on the dashboard like the 'Engine Check Light' or the temperature gauge is showing a high reading, you should not drive the car and get the vehicle checked immediately. Such warnings indicate serious malfunctioning and can compromise the safety of the driver and its occupants, and also may lead to damage to the vehicle. **Please call our 24/7 Toll-free Roadside Emergency Assistance Number 1800-209-5253 and dial 1 (available 24\*7).**



# Vehicle inspection And re-bill guide

An email communication is sent to customer sixty days in advance informing them that their contract is nearing end and hence requesting for a decision from the available options. Customer also can share their decision on email ID **india.remarketing@ayvens.com**

If a customer has opted for vehicle surrender, a representative from return team will share a weblink of vehicle inspection form along with an option to upload the vehicle photographs and information of available documents (Original RC, insurance etc.)

Once customer has updated the vehicle inspection form, we will assess the shared vehicle photographs and information.

- If vehicle is not in a standard condition, customer will have to book an appointment for service and maintenance by contacting customer care(vehicles under maintenance contracts).
- If vehicle is not in a standard condition, it is the responsibility of the customer to repair the vehicle. (Non-maintenance contracts)

After the vehicle is repaired, the customer will have to update the vehicle inspection form. If the vehicle is in a standard condition, Ayvens representative will share a weblink of vehicle surrender instruction form for customer to book an appointment for vehicle pickup.

We will assess the vehicle surrender instruction form (appointment date & time, complete address and contact details of person handing over the vehicle) submitted by customer and schedule the vehicle pickup as per available slot and service provider. Customer must surrender the vehicle within city limit of registered location during working day between 9.00 am to 5.00 pm.

If vehicle is not available in registered location, then customer must arrange the vehicle at the registered location or must confirm the vehicle transport expenses on actuals. Ayvens representative will assist the customer in arranging the cost of vehicle transport expenses through service provider.

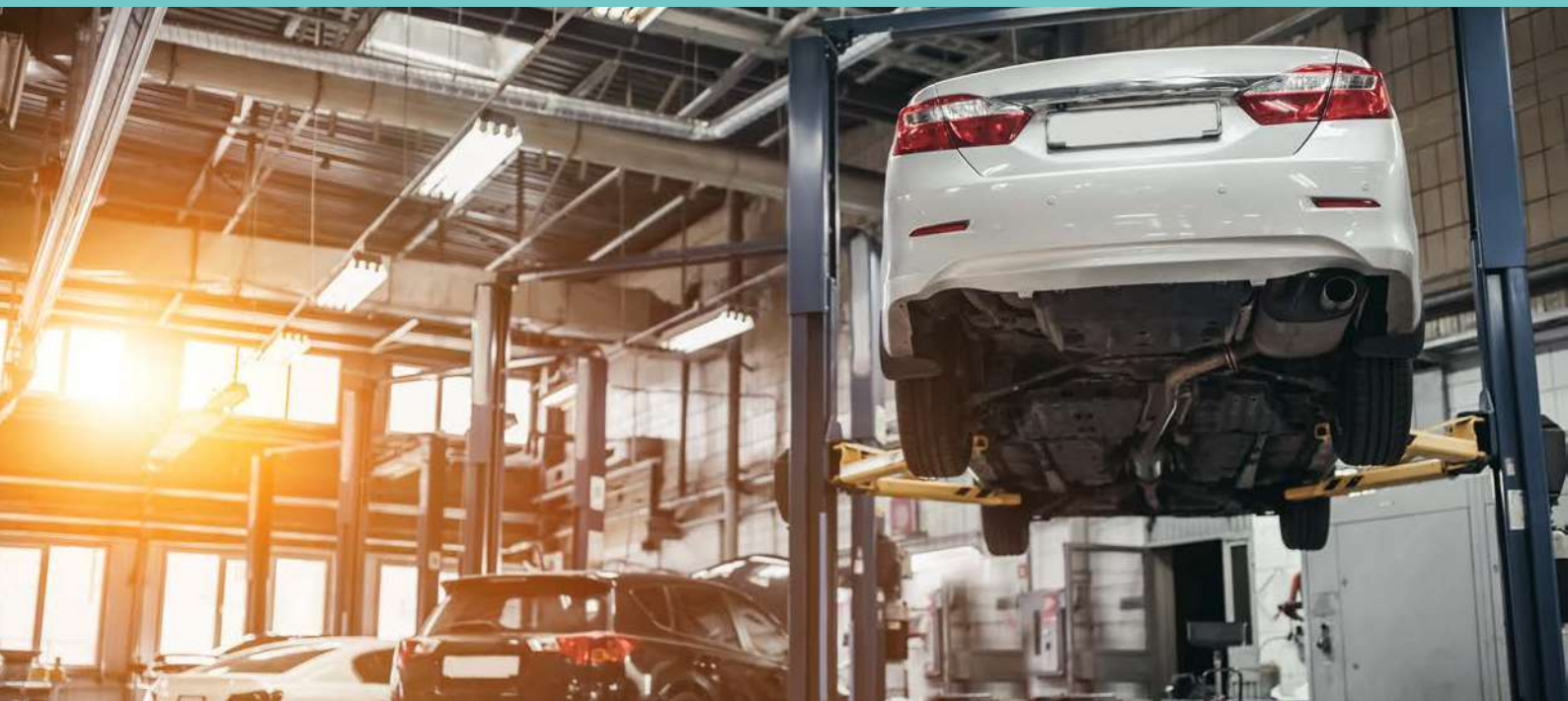
If vehicle is available in registered location, ayvens representative will confirm the booking and schedule the vehicle pickup. Customer can coordinate on ID **india.remarketing@ayvens.com** for more assistance if required\*

Customer will receive booking confirmation email along with the details of vehicle pickup representative name and number on the appointment date. Vehicle pickup representative will inspect the vehicle condition and update the weblink of vehicle return form (VRF) at the time of vehicle possession from the customer. Both parties must virtually sign on the online VRF. Customer will receive a copy of duly signed VRF on an email at same time of vehicle possession. Ayvens representative will assess the copy of VRF within four working days regarding the cost of shortfall items, missing items and estimate to repair the damages if applicable. Customer will receive the communication of such cost in advance before submitting the rebill invoice.

## Items to be checked at the time of delivery of the vehicle

List of items to be checked by the user at the time of delivery of the vehicle: -

- Complete set of tools
- Number of keys
- Spare wheels
- RTO Registration slip / Tax Receipt
- Insurance Copy
- Warranty booklet
- Service Book
- High security number plate slip
- Remote central lock (if applicable)
- Remote- Music System (if applicable)
- Warning triangle and spare bulb



# Fleet Management Services Maintenance And Mechanical Repairs

## Procedure

When any regular services, repairs or tyre and battery replacements are required, please call our Customer Care Team on national toll-free telephone number **1800-209-5253** and **dial 1** (available 24\*7) to inform them about the service required. Alternatively, you can log in to **My Ayvens India** and fill up the service request form online. Or, you can simply book a service through WhatsApp! Send a '**Hi**' on **+91 8422095253** and an Ayvens representative will book a convenient slot for you.

Please indicate the kilometer reading, contact numbers, preferred date of booking and the nature of the services or repairs to be carried out. We will book an appointment with the nearest authorized workshop within 2 working days from the time the request has been placed by you, and confirm the same to you along with the contact details of the workshop.

Once you confirm your acceptance for the service scheduled, and if a door-to-door service is contracted for, Ayvens "A" team will arrange to pick up the vehicle from your office/residence address. If door-to-door service has not been contracted for, then you will have to drop the vehicle at the workshop at the scheduled date and time.

Once the vehicle reaches the workshop and the work required is assessed, we will get a commitment from the workshop on the time required to complete the job based on which we will commit the date and time for returning the car back to you. The latest update can be viewed directly on the My Ayvens India Application

If a relief car service is contracted for, we shall arrange for the relief car as per the terms of the contract.

During this process we will coordinate with the workshop on the progress of the job. If for any reason there is any change to the previously advised delivery schedule, it will be promptly informed to you. The latest update can be viewed directly on the My Ayvens application on **my.ayvens.co.in**



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Upon completion, if door-to-door service is contracted for, we shall arrange to get the car delivered back to you at your office or residence address. If door-to-door service is not contracted for, we will inform you and request you to take delivery of the vehicle from the workshop.

Dealerships are required to follow strict standards set by manufacturers who authorize them as their dealers.

Although we do not guarantee the quality of the vehicles produced by manufacturers, we will undertake to liaise with the dealership/manufacturer as required to ensure that the quality of the workmanship meets the standards set by the manufacturer.



We endeavor to provide a cashless facility at all workshops, however, this facility may not be available at some workshops (especially in non-metro locations). In such cases we would request you to pay the dealer for the jobs approved by us and send the bill to us for reimbursement. The bills need to be addressed to 'ALD Automotive Pvt. Ltd.' - 'A/c Client Name' with the number of kilometers mentioned. Upon receipt of the bills, we will reimburse the payments.

**The following items are not budgeted and not covered by us under maintenance services:**

- a Fuel additives.
- b Extra washing and cleaning, seat dry cleaning/upholstery cleaning.
- c Polishing, anti-rust treatment, teflon coating.
- d Flat tyres/puncture repairs, parking and tolls.
- e Repairs arising out of additional accessories and fitting of accessories even though their installation is arranged by us.
- f Repairs resulting from failure to follow the manufacturer's handbook and service book.
- g Any damage arising due to faulty use (lack of oil, clutch overriding, use of wrong fuel, driving with a warning light on, trying to start the car in water, repeated cranking of the car, etc.).









# Fleet management Services insurance and Damage repairs

## Scope of work

- Arranging for the appropriate insurance cover for the entire lease period
- In the unfortunate event of an accident, ensuring that immediate assistance is given through our emergency/breakdown assistance, partners to get the vehicle to the nearest authorized workshop
- Dealing with the insurance company to take the necessary steps for obtaining approval of the repair costs
- Following up with the workshop to ensure proper and prompt completion of the job
- Managing the workshop payment
- Easy exit in case of theft & total loss

The above points are subject to the specific terms of the Master Lease Agreement and the respective Vehicle Lease Contract.

Your vehicle is required to be appropriately insured at all times. Normally comprehensive insurance is taken which covers all damage to the vehicle as well as cover for passengers and drivers. Comprehensive insurance covers all the risks covered in the Motor Vehicles Act, plus loss or damage caused to the vehicle due to:

- Accident
- Fire, explosion, self-ignition, lightning
- Burglary, house-breaking, theft
- Riots & strikes
- Earthquakes
- Flood, typhoon, hurricane, storm, cyclones
- Malicious acts
- Terrorism
- Transit by rail/road, air, waterways

Insurance renewal of the vehicle is handled by us throughout the lease period of the vehicle. The process is initiated 45 days prior to the expiry of the policy. A soft copy of the renewed policy is sent across to each user well in advance of the policy expiry. However, it will be sent across at the mail IDs provided at the time of signing of the vehicle lease contract. If there is any change in the contact details, this is to be informed to us immediately to ensure timely receipt of the soft copy of the policy.

In addition, to comprehensive cover, we also offer a Partial Damage Loss Waiver (where contracted for) to cover the costs of any insurance disallowances on an eligible claim. Wherever Partial Damage Loss Waiver is not contracted for, then the user will have to pay the amount of any such disallowances directly to the workshop prior to the release of the vehicle or we would pay this amount to the repairer and subsequently rebill it to the customer (as the case maybe).

This service will not be available in the event of theft of a vehicle/parts or total loss or if the insurance company declares a claim to be invalid. The claims of the vehicle Insurance can be against accidents, theft or third party claims.

Certain documents are required for claiming this insurance as per the requirements of the insurance company.

These usually include a completed and signed claim form, RC Copy of the vehicle, valid Driving License Copy, FIR Copy and Policy Copy.

### CKYC Process for Insurance renewals

As per new IRDA guidelines, CKYC is the mandatory document which is required for renewal of the insurance. As and when it will be required, you will receive an email from Ayvens domain ID requesting for CKYC document. You are requested to revert on the same e- mail ID with the required documents.

## How to avail?

In the unfortunate event of a damage or accident to the vehicle:

- If you require any immediate assistance or if the vehicle is not in a drivable condition, please call our **Emergency/Breakdown Assistance Number -1800-209-5253 (Toll Free)** and **dial 1** (available 24\*7)
- If required, the emergency assistance service will arrange to take the vehicle to the nearest authorized workshop and will accordingly intimate our Customer Care Team
- In case, if the vehicle is gone off the road or in a ditch, please specifically mention as it may be necessary to arrange for a crane to retrieve the vehicle on to the road to be then taken away by the emergency assistance service
- Please report the matter within 24 hrs of the incident to our Customer Care Team on **national toll-free telephone number 1800-209-5253** and **dial 1** (available 24\*7)

- Alternatively you may complete the Damage Repair Form available on our website **[www.ayvens.com/en-in](http://www.ayvens.com/en-in)** with a detailed description, the time and place of accident and the speed of the vehicle and e-mail the same to **[india.care@ayvens.com](mailto:india.care@ayvens.com)** along with a copy of Registration Copy and Driver License Copy of the driver driving the vehicle at the time of the incident to register the claim
- All the necessary documentation i.e. the Driving License Copy, Registration Copy, FIR (as and when required) should be provided along with the form
- In the case of theft, attempted theft or vandalism, please lodge a complaint with the police and send a copy of the First Information Report (FIR) or receipt of the acknowledged copy of the statement given
- If the vehicle is mobile and safe to drive, we will book an appointment with the nearest workshop in the shortest time possible and confirm the same to you along with the contact details of the workshop alternatively; if the vehicle is not mobile then arrangements shall be made to take it to the workshop within the next few hours. The booking can be done by the user through My Ayvens India application



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- Once you provide an acceptance of the scheduled date, and if a door-to-door service is contracted for, Ayvens driver will arrange to pick up the vehicle from your office/residence. If door-to-door service has not been contracted for, then you will have to drop the vehicle at the workshop on the scheduled date and time



- Once the vehicle reaches the workshop, we will appoint a surveyor for inspection and assessment of damage which is normally done within 24 to 48 hours of claim intimation to the Insurance Company. On consultation with the repairer and the Insurance Company, the latest update on the time expected for completion of the repairs will reflect on <https://my.ayvens.co.in>
- If a relief car service is contracted for, we shall arrange for the relief car as per the terms of the contract
- During this process we will coordinate with the workshop for the completion of the job. If there is any delay in completion of the jobs, then any change in the previously confirmed delivery schedule will be promptly informed to you
- Upon completion of the job, if door-to-door service is contracted for, we shall arrange to get the car delivered back to you. If door-to-door service is not contracted for, we will inform you of the job completion and request you to pick up the vehicle from the workshop
- We endeavour to provide a cashless facility at all workshops however this facility may not be available at some workshops (especially in non-metro locations). In such cases we would request you to pay the dealer for the jobs approved by us and send the bill to us for reimbursement. The bills need to be addressed to 'ALD Automotive Pvt. Ltd., A/c Client Name' with the number of kilometers mentioned. Upon receipt of the bills, we will reimburse the payments

## What is not covered?

(The points mentioned below are only examples and should not be considered as a comprehensive list)

- Any repairs arising due to abnormal use of the vehicle, faulty use (lack of oil, driving with a warning light on etc.), problems arising from use of poor fuel quality or fuel error, clutch over-riding
- Accessory repairs or repairs arising due to fitting of additional accessories
- Driving while intoxicated
- Vehicle is driven by a person not holding a valid driving license
- Driving a vehicle in damaged condition that results in additional damage to the vehicle
- Damage caused to the car if the engine is cranked when it's stuck in water (Hydrostatic lock)
- Any consequential damage to the vehicle



# Fleet Management Services Maintenance And Mechanical Repairs

Prior to handing over the vehicle for repairs, please ensure that all personal belongings are removed including any removable stereo panels as we cannot accept any responsibility for any subsequent loss.

## Cases where FIR is Required:

- Death or Serious injury to any party involved
- Theft or Attempted Theft done with malicious intent
- Personal Accident and Worker Compensation Claims
- Commercial Registration Vehicles
- Case of Stolen Fuel Caps
- Loss of Original RC

## Benefits and Features

**24x7 Service:** It is an assistance service exclusive to eligible Ayvens customers. All vehicles enrolled in the program are covered up to 100 kms away from the Ayvens vehicle user's residence. If your vehicle is immobilized outside of the covered area, our Roadside Emergency Assistance may be able to assist you but additional charges may apply. If a crane service is required (eg. to get a vehicle out of a ditch), this will attract separate charges.

## Roadside Assistance and Recovery

In the event that your vehicle is immobilized at home or elsewhere in the covered area (as long as the vehicle is not already at our preferred dealer), Ayvens Roadside Emergency Assistance will arrange help for you. Whenever possible, we will always endeavor to arrange assistance by our trained service providers to resolve the problem on the spot, but if the problem cannot be resolved at the roadside, we will organize and pay for the towing of your vehicle to the nearest Ayvens preferred dealer. Please ensure that all your belongings are removed from the vehicle prior to towing, as we cannot be held responsible for any loss or damage to these items.

## Keys Locked in Vehicle:

Modern security systems make it extremely difficult for us to gain entry to your Vehicle in absence of spare keys. If spare keys are not readily available, your car shall be towed to the nearest Ayvens preferred dealer.



## Alternative Transport (subject to availability of the facilities)

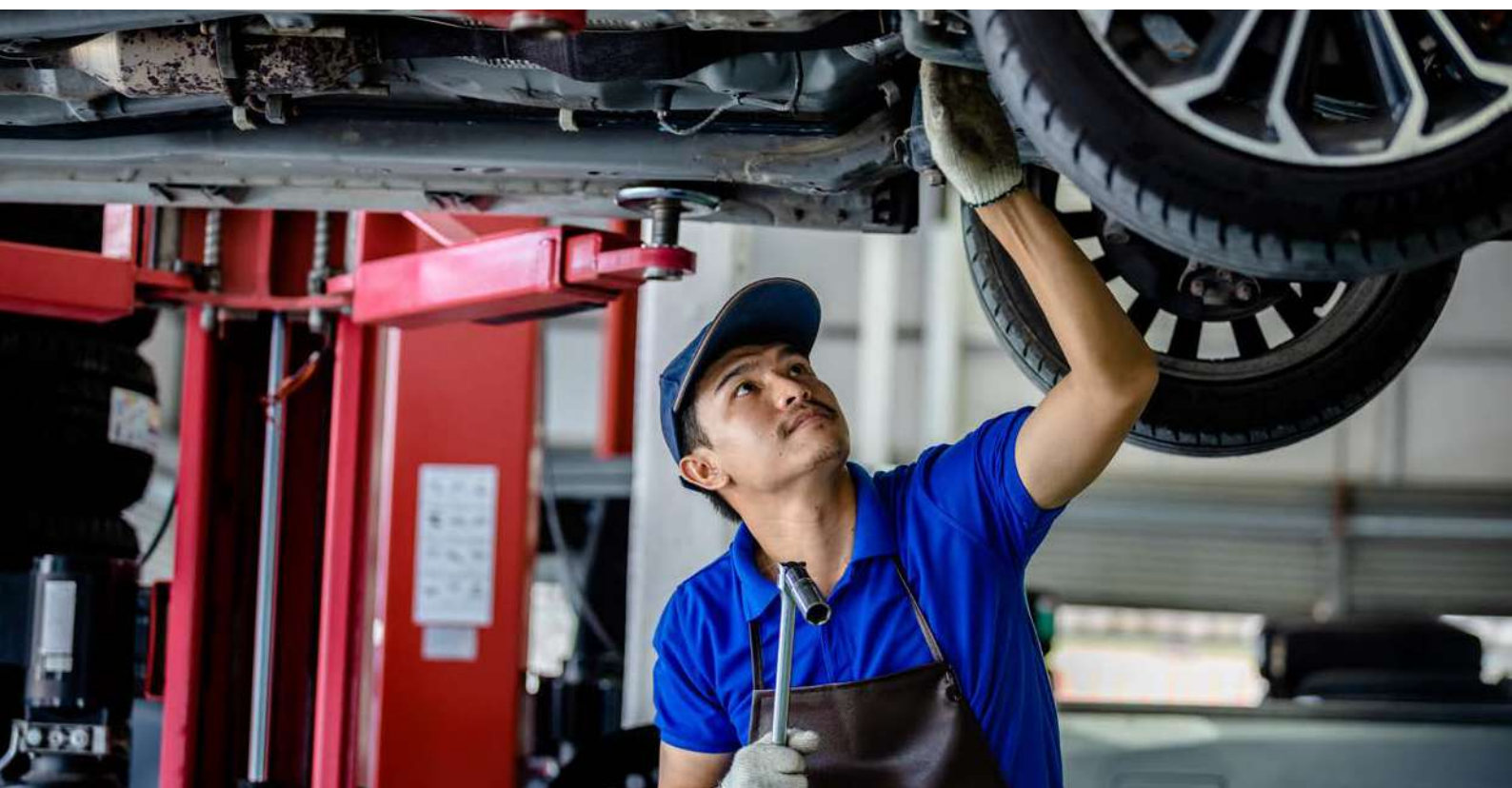
In the event that your vehicle is towed to the nearest Ayvens authorised dealership by Ayvens Roadside Emergency Assistance, best efforts shall be made to arrange for a taxi for the occupants of the vehicle, the bill for which is to be settled directly by the occupants to facilitate continuation of the journey. Urgent Message Relay: Ayvens Roadside Emergency Assistance can also provide an urgent message relay service for you to help keep in contact with family, friends, and/or work colleagues in the event of a vehicle breakdown or accident.

## Force Majeure:

Ayvens Roadside Emergency Assistance shall not be liable for failure to provide the services under the terms of service set out in this document. If such failure is caused or contributed by acts of nature, acts of a public enemy, acts of governmental authority or any political sub-division or any department or regulatory agency thereof or entity created thereby, acts of terrorism, orders of any court or arbitrary body, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, delays due to any of the above causes or events beyond our reasonable control.

## Adverse Weather Conditions:

Under adverse weather conditions such as excessive monsoon, heavy thunder, snowfall and lightning, it may not be possible to reach you until the weather improves. At such times, the towing of your vehicle may not be possible and it may be more appropriate to enable you to reach a place of safety and then tow your vehicle as conditions permit.



Fleet management  
services 24/7 Ayvens roadside  
emergency assistance



## Wait at Site:

Ayvens Roadside Emergency Assistance understands the frustration and inconvenience experienced by a vehicle owner in the event of a breakdown. Our aim is to ensure that any inconvenience is kept to a minimum. Therefore, on receipt of your call, our fully-trained Call Center staff will immediately arrange for the nearest and most appropriate service provider to assist you. The time you may have to wait will depend on the availability of assistance provider, your breakdown location, and traffic & weather conditions. During the course of the assistance, we will maintain contact with you and provide updates of the estimated time of arrival of the service provider.

## Vehicle handover, if necessary:

It is mandatory for you to be present at breakdown location for assistance services to be rendered to your vehicle. In the event of towing, you are required to sign a release form before your vehicle can be towed to the nearest authorized Ayvens preferred dealer. Please ensure that you remove all your belongings from your vehicle prior to towing. Ayvens Roadside Emergency Assistance is not responsible for any loss or damage to personal belongings left in the vehicle.

## How to avail?:

- Call Toll-free Ayvens Roadside **Emergency Assistance No. 1800-209-5253** and **dial 1** (available 24\*7)
- Advise the operator that you are covered by Ayvens Roadside Emergency Assistance and quote your vehicle registration number

- Advise the operator of the location of your vehicle and the nature of the problem

## What is not covered?

It will not cover the following problems you may encounter while driving your vehicle unless there is a real and discernible threat to your personal safety and safety of others:

- Faulty Fuel Gauge, Speedometer or Air Conditioning is not working  
Passenger door(s) cannot be opened and there are no passengers in the vehicle or Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized Ayvens preferred dealer
- Sunroof/Windows cannot be opened or cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- When the ABS/Airbags/Traction Control/other non-safety related, or service warning lights are illuminated
- If door-to-door service is contracted for, the vehicle shall be taken in for maintenance requirements by us and delivered at a mutually convenient address within the city limits
- Any damages to the vehicle occurring during this process will be treated as an accident and will be dealt with in the same way as an accident repair and shall be covered under the comprehensive insurance policy



# Fleet management services few do's and don'ts

- Do not give direct authorization to the repairer to do the job unless it's authorised by Ayvens
- Any external damage to the vehicle is generally covered under insurance and therefore the process of submitting a Damage/Theft form is the way forward
- Damage/Theft form has to be filled out and signed by you and CANNOT be filled out by us on your behalf
- Repairer will only provide cashless service if a proper authorisation is received by him from Ayvens
- Do not allow anyone to do top ups of oils and consumables - should there be a need, book your vehicle with us immediately as this could mean a bigger problem that needs to be dealt with
- Replacement of tyres and batteries is arranged through the respective dealers and may not be attended through the vehicle repairers. Lastly, the car that you drive has specially been chosen by you and your loved ones and with our partnership we will be happy to help you keep your car maintained the best

## Vehicle Return Process Normal

### **Wear and Tear Standards**

When a lease contract expires, the leased vehicle must be returned back to Ayvens usually at the location where the vehicle was

originally collected at the inception of the contract. We will inspect the vehicle to ensure that it is returned with all documentation and standard accessories like Duplicate Key, Owner's Manual, Warranty Book, Original RC Card or Book, and to ensure that the vehicle is in a 'standard condition' which is deemed as a vehicle that has been subjected to normal wear and tear (having minimum fuel/tyres are not flat) considering it's age and mileage. The representative of the client and Ayvens team will jointly inspect the vehicle and draw up a Vehicle Return Report which records differences between the 'standard condition' defined above and the actual condition of the vehicle.

This will explain to what extent damage is considered normal or acceptable wear and tear, and in which cases it is not. This gives you clarity regarding our damage assessment methodology. The client coordinator has to be handed over the signed transfer at the time of delivery or within 1 week of delivery.

## Early Termination

In case of early termination of your vehicle, you need to reach out to your relationship manager with a request.





# Vehicle return process basis for assessment criteria

## Alloys/Rims/Tyres

Acceptable Damage (Normal wear & tear when considering the mileage)

Hubcaps/Rims/Tyres

- Scratches
- Minor abrasions
- Damage to paint surface
- Tyres with minimum tread

Unacceptable Damage (Abnormal wear & tear when considering the mileage)

Hubcaps/Rims/Tyres

- Major abrasions
- Cracks
- Deformations
- Wrong type of rims
- Wrong type and make of tyres
- Damaged or bald tyres or tyres with abnormal bulges and cut on shoulder





# Vehicle return process basis for assessment criteria

## Body and Paint Work

Acceptable Damage (Normal wear & tear when considering the mileage)

- Minor stone impacts to the front part of the vehicle
- Scratches and abrasions in the vicinity of door handles
- Faded paint work
- Abrasions to paint work caused by car- wash equipment

## Under 2 cms in diameter

- Individual dents without the paint work being damaged
- Individual depressions without the paint work being damaged

Unacceptable Damage (Abnormal wear & tear when considering the mileage)

- Dents over 2 cms in diameter without paint work damage and with damage to paint work
- Depressions over 2 cms in diameter without damage to paint work & with damage to paint work
- Collision damage not repaired
- Damage to paint work requiring painting
- Any dent or damage that has resulted in corrosion
- Removal of tapes and stickers
- Damage caused by roof racks
- Repairs or repainting of panels without reporting to Ayvens team

## Bumpers/Body Mouldings

Acceptable Damage (Normal wear & tear when considering the mileage)

- Minor scratches on bumpers and body mouldings
- Minor scratches and abrasions on edges of doors

Unacceptable Damage (Abnormal wear & tear when considering the mileage)

- Significant scratches on bumpers and body mouldings
- Missing or damaged tow bar covers

## Windows, Lamps and Mirrors

Acceptable Damage (Normal wear & tear when considering the mileage)

- Scratches on lamps
- Minor stone impacts on windscreen- without cracks
- Additional lights that meet legal requirements

Unacceptable Damage (Abnormal wear & tear when considering the mileage)

- Cracks in lamps
- Broken lamps
- Cracks and damages from stones in windscreen and other windows
- Mirrors that are scuffed and scratched, torn off or hanging loose, non-operating internally operated outside mirrors

# Vehicle return process basis for assessment criteria

## Acceptable Damage

(Normal wear & tear when considering the mileage)

- Faded surfaces
- Abrasions
- Normal soiling
- Headlining which has light abrasions or soiling

## Unacceptable Damage

(Abnormal wear & tear when considering the mileage)

- Persistent stains
- Cigarette burn holes & cut/tear
- Stubborn stains & bad odour
- Animal hairs (requiring replacement of upholstery)
- Excessively soiled headlining that cannot be cleaned

## Marks left by removal of accessories

Acceptable Damage (Normal wear & tear when considering the mileage)

- Small screw holes which have been concealed unacceptable damage (Abnormal wear & tear when considering the mileage)
- Modifications which cannot be reverted to original state
- Visible screw holes and which cannot be concealed
- Damage to paintwork because of installed stickers or removed stickers

## Miscellaneous

### (Unacceptable Shortcomings)

- Equipments not returned
- Stepney or Spare Tyre
- Missing Wheel Nuts, Wheel Nut Lock
- Hubcaps and Wheel Caps
- Car Music System, Remote and Speakers
- Tool Kit
- Complete Set of Keys and Remote as originally provided
- Service Manual and Warranty Booklet
- Owner's Manual
- Jack and Jack Handle
- Vehicle Registration Certificate
- Insurance Policy
- Permit/Fitness Certificate/Road Tax Paid Receipt

## Early theft / Total Loss

Following documents are required in case of Early Theft / Total Loss :

- Original FIR- Registered under Crime Section 379
- Original Vehicle Registration Certificate (RC) – If it is lost with the vehicle please mention in the FIR
- Original Insurance copy (If available)
- Copy of Driving license
- All Vehicle Keys
- Theft and Damage form duly signed by the user.
- Original NTR – Need to be collected from the police station as soon as the investigation is completed. Normal waiting period is 3 Months.
- RTO Extract - to be submitted along with NTR
- Indemnity and subrogation (Insurance company will share the same of signature once claim admissibility has been confirmed.





# Got something to say? We're listening.

At Ayvens, we believe that every opinion, every thought, and every experience shapes the way we serve you. Your feedback helps us improve, innovate, and continue delivering the exceptional service you deserve. Whether you have a suggestion for improvement, a shoutout for something great, or a concern that needs attention – we want to hear from you!

Your input drives us forward, and we are committed to making your experience with us nothing short of excellent.



## How do we address your feedback?

- We have a dedicated team which prioritizes your concerns and provides timely solutions
- The feedback form on our website is specially designed for complaints and appreciations
- We have created a seamless experience for you to communicate with us
- You can fill out the feedback form on [www.ayvens.com/en-in/contact-us/complaints-and-feedback](http://www.ayvens.com/en-in/contact-us/complaints-and-feedback) or email us at [india.feedback@ayvens.com](mailto:india.feedback@ayvens.com)

## Going a step further

We are committed to making every customer experience seamless and satisfying. Your concerns matter to us, and if your complaint has not been fully resolved, rest assured that we will take care of it. To ensure your issue gets the attention it deserves, we've designed an escalation process that expedites resolution. Reach out to us using the following escalation matrix:

### Level 1

If the issue persists after your raised complaint has been closed, contact:

Customer Service Head

**Sanjith Mathew**

Email – [sanjith.mathew@ayvens.com](mailto:sanjith.mathew@ayvens.com)

### Level 2

For the highest level of escalation, contact:

Director of Operations and

Customer Service

**Rakesh Bajaj**

Email – [rakesh.bajaj@ayvens.com](mailto:rakesh.bajaj@ayvens.com)

We make sure that none of your concerns go unheard. Leasing is a hassle-free way of driving and we bring that same spirit of smooth, efficient service to our feedback system!





## About Ayvens India

ALD Automotive India was founded in 2005 whereas LeasePlan India in 1999. Today, as Ayvens India we boast a fleet of more than 44,000 vehicles and are the leading fleet management and vehicle leasing companies in India. We are the operational vehicle leasing and fleet management business line of the Société Générale Group and cater to more than 1800 corporate customers in over 280 locations across India.

Headquartered in Mumbai and we have a direct presence in Delhi, Pune, Hyderabad, Chennai, Bengaluru, and Kolkata. Through these offices and our supplier tie-ups giving us an operational reach in all major cities, we are able to meet varied corporate car leasing requirements anywhere in the country. Over last decade, ALD Automotive and LeasePlan in India have proved to be a leading player in business vehicle leasing management, by setting an industry benchmark for professionalism, transparency and service delivery in India.

### Corporate Office & Registered Office

4<sup>th</sup> Floor, B Wing, Jolly Board Tower, I-Think Tehcno Campus,  
Kanjurmarg (East), Mumbai – 400 042  
Website: [www.ayvens.com/en-in](http://www.ayvens.com/en-in)

