FAQs

-MLP to Smart Care migration

Better with every move.

Smart Care on My Ayvens India – Frequently Asked Questions

General questions

1. What is Smart Care?

Smart Care is a digital service module on the **My Ayvens India** portal that allows active car users to manage vehicle services, repairs and damage reporting in a single, streamlined experience.

2. What is happening to My LeasePlan?

My LeasePlan has been **fully replaced by Smart Care** for all service, repair and damage-related journeys. My LeasePlan is no longer used for these activities.

3. Where can Smart Care be accessed?

Smart Care is available on the **My Ayvens India portal**. It appears as a dedicated module for eligible users.

4. Who can see the Smart Care module?

Smart Care is visible **only to active car users** on My Ayvens India.
Prospective users or users without an active vehicle will not see this module.

5. Is Smart Care available to all customers?

Yes. Smart Care is available to all customers with an active leased vehicle under Ayvens India.

6. Do users need to register separately for Smart Care?

No. There is no separate registration required. Users can access Smart Care using their existing My Ayvens India login credentials.

Questions for client coordinators / fleet managers

1. Do we need to take any action as a client organisation?

No action is required. Smart Care is already live and available to your active drivers on My Ayvens India.

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2. Will this change impact our existing contracts or service coverage?

No. Smart Care does not change contract terms, service entitlements or coverage. It only improves the digital journey used to manage them.

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3. How does Smart Care benefit our organisation?

Smart Care:

- Reduces manual intervention

- Improves turnaround times

- Offers clearer visibility to drivers

- Lowers dependency on internal support teams

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4. Can we communicate this change internally to our drivers?

Yes. Ayvens can provide internal communication templates, FAQs or guidance documents to help you brief your employees.

Questions for drivers

1. What can I do using Smart Care?

Using Smart Care, you can:

- Book general vehicle services

- Request repairs

- Report vehicle damage or accidents

- Select workshops

- Schedule appointments

- View service history

- Modify or cancel bookings

- Access support

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2.   How do I start a service or repair request?

Once logged into My Ayvens India, open the Smart Care module and select one of the three options:

- General service

- Repair service

- Damage service

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3.   Can I search for a specific service?

Yes. Smart Care includes a service search option to help you quickly find the service you need.

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4.   How do I choose a workshop?

You can select your city and view a list of authorised workshops based on your vehicle make. Only empanelled workshops are displayed.

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5.   Do I need to enter my vehicle details?

Yes. During booking, you may be asked to enter details such as the vehicle's odometer reading to ensure accurate service scheduling.

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6. How do I book an appointment?

After selecting your service and workshop, you can choose from available dates and time slots and confirm your booking digitally.

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7. Will I receive confirmation after booking?

Yes. Smart Care provides an **instant on-screen confirmation** once your request is submitted successfully.

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8. Can I modify or cancel my booking?

Yes. Where applicable, Smart Care allows you to modify or cancel confirmed bookings directly from the portal.

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9. Where can I see my service history?

Your complete service and repair history is available within the Smart Care module under your booking details.

Damage and accident reporting

1. How do I report an accident or damage?

Select the **Damage service** option in Smart Care and complete the structured accident form.

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2. Can I upload documents or photos?

Yes. Smart Care allows you to upload images and documents (such as photos of damage) directly within the form.

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3. What happens after I submit a damage report?

Once submitted, you will receive an instant confirmation and the request will be processed by the relevant team.

Support and contact

1. How can I get help if I face an issue in Smart Care?

Smart Care provides two built-in support options:

- **Chat on WhatsApp** for quick assistance

- **Schedule a callback** to request a call from the support team

2. Is there a customer care email or phone number?

Support requests raised through Smart Care are routed to the appropriate Ayvens support teams. If needed, additional contact details are available on the My Ayvens India portal.

3. Who should I contact for urgent issues?

For urgent assistance, it is recommended to use the **Chat on WhatsApp** option within Smart Care for faster response.

Access, eligibility and visibility

1. Why can't I see Smart Care on My Ayvens India?

Smart Care is visible only if:

- You are an active car user, and

- Your vehicle is currently under an active lease

Prospective users or users without an assigned vehicle will not see this module.

2. Can multiple drivers see the same vehicle in Smart Care?

Access follows the permissions defined in My Ayvens India. Visibility may depend on how the vehicle and user profiles are configured.

3. Will Smart Care work on mobile devices?

Yes. Smart Care is designed to be accessible through My Ayvens India on supported browsers and devices.

Transition-related questions

1. Can I still use My LeasePlan for service requests?

No. All service, repair and damage-related journeys are now handled exclusively through Smart Care on My Ayvens India.

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2. Will my old service history from My LeasePlan be available?

Service history visibility depends on data availability. Where applicable, relevant history will be visible within Smart Care.

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3. Is there any downtime or interruption due to this change?

No service interruption is expected. Smart Care is live and fully operational.

Security and data

1. Is my data secure in Smart Care?

Yes. Smart Care follows Ayvens' data protection and security standards, consistent with the My Ayvens India platform.

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2. Will my personal or vehicle data be shared externally?

No. Data is used strictly for service management and support purposes in line with applicable policies.

Future enhancements

1. Will more features be added to Smart Care?

Smart Care is a scalable platform and may receive future enhancements to further improve the driver experience.

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2. How will users be informed about updates?

Any major updates or changes will be communicated through My Ayvens India or official customer communications.