

Driver's Manual

To allow you
to use your
vehicle to its
full potential.

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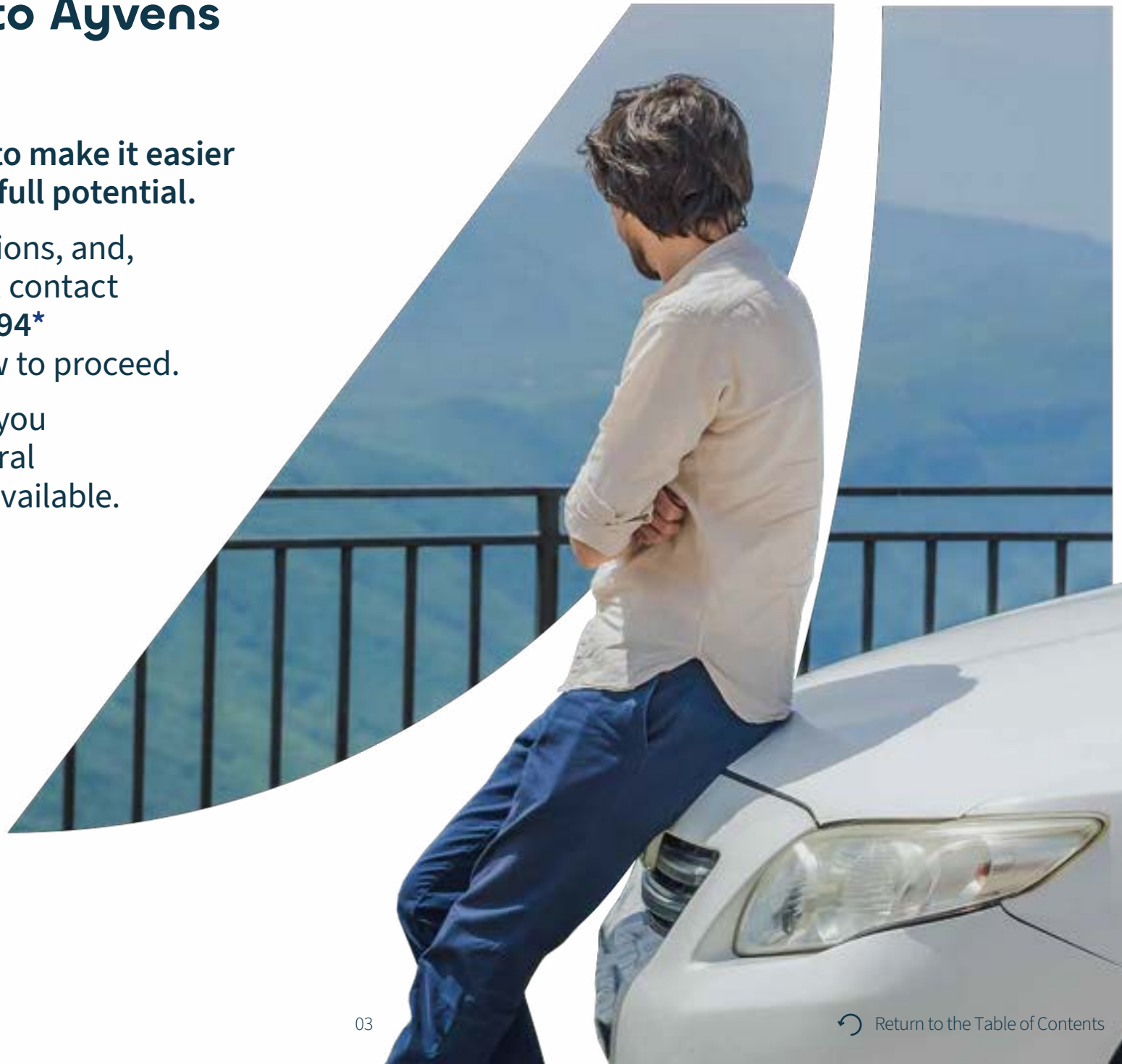
01 Welcome to Ayvens

This manual is intended to make it easier to use your vehicle to its full potential.

Please follow the instructions, and, if you have any questions, contact the Helpline at **21 446 88 94*** that will guide you on how to proceed.

Throughout this manual, you will be able to watch several videos or access the links available.

*Domestic landline call



02

Documentation that must accompany your Vehicle



Registration Certificate

or, temporarily, the customs declaration.

Green Card

with insurance label or, temporarily, evidence of valid insurance.

Maintenance Booklet

service / manufacturer's warranty.

Mutual Statement

for car accidents.

03

For safer and more comfortable Driving

Always

- ✓ Respect the Highway Code.
- ✓ Respect the car's weight and passenger limits.

Verify

- ✓ The pressure and overall state of the tyres.
- ✓ Oil and water levels regularly.

Fulfill*

- ✓ The manufacturer's maintenance plan.

*Failure to strictly adhere to the maintenance intervals may render any warranties or reimbursements

04 The maintenance of your vehicle

✓ Includes

- Servicing
 - Oil changes at intervals set by the manufacturer
 - All kinds of repairs, even the ones not foreseen by the manufacturer
 - Adblue when purchased
- Tyres when purchased
 - Repairs resulting from normal wear and tear of the car
 - Maintenance and replacement of alarms and other accessories (as long as they are in accordance with what was agreed to in the contract)

✗ Excludes

- Repairs due to accident, collision, theft, or fire, not covered by the insurance



05

Hassle-free vehicle **maintenance**

In order to schedule maintenance without complications, Ayvens has a range of tools available, at any time, from anywhere.

Using your mobile phone

My Ayvens Driver Portugal app

Allows you to easily schedule car servicing, get directions and contact information for the nearest workshop, schedule a car return, report a claim, and obtain roadside assistance (follow the tow truck's route).



Android

IOS

Or access

Oficina Fácil

The online platform for finding the nearest workshop and scheduling an appointment.

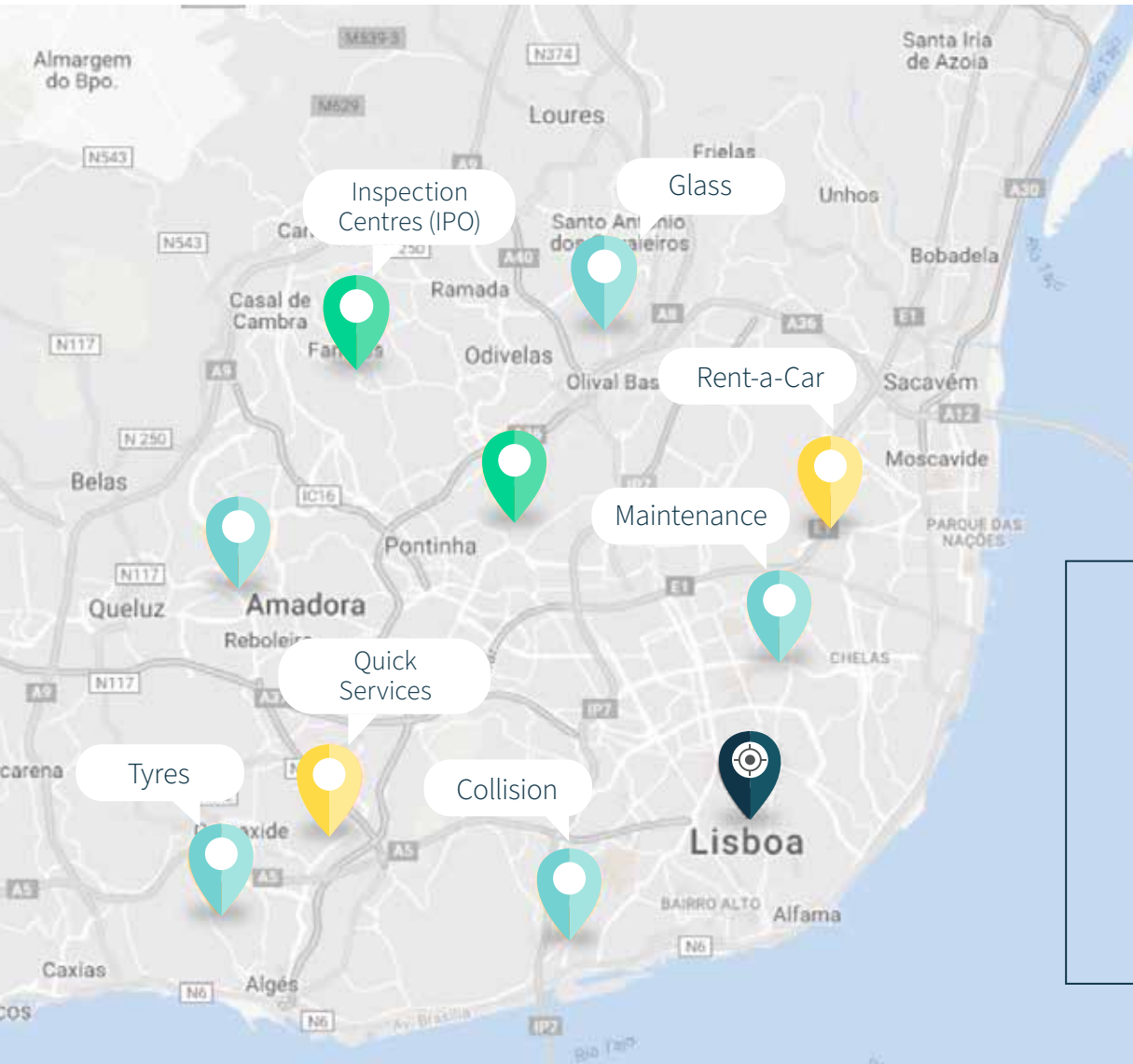


The app and it's functions_video

Schedule your servicing online in the **My Ayvens Driver Portugal app**, or through **oficinafacil.ayvens.pt**.

06

Locate and schedule an appointment **with your nearest supplier**



To schedule an appointment, simply **aceder access any of the platforms, check the network of suppliers** (see legend) and complete the quick form to **schedule maintenance and a replacement vehicle*** (in case it was purchased). To do this, simply select the desired date and time (from the available dates).

*Only applicable within the national territory

- Premium
- Recommended
- Standard
- Not rated
- No preference

Oficina Fácil _vídeo

*Illustrative image of the many services

07 What should I do in case of ...

Servicing

1. Schedule an appointment using the

- Oficina Fácil
- My Ayvens Fleet
- My Ayvens Driver Portugal app



Android

IOS

or by calling **21 446 88 94***, in Portugal, or **+351 21 446 88 94***, abroad.

2. If purchased, check one of the platforms mentioned above to book a replacement vehicle. Alternatively, please contact Ayvens by calling **21 446 88 94***.

3. After booking with Ayvens, go to the workshop and identify yourself as a Ayvens Driver.

4. QWhen applicable, ensure that the service is recorded in the car's service booklet (physical or digital).



Quick Services

1. For oil, adblue* or coolant refill and brake pads, light bulbs or windshield wiper blades replacement, among others, check the "Quick Services" available on the Oficina Fácil platform or on the My Ayvens Driver Portugal app. Alternatively, please contact Ayvens by calling **21 446 88 94***.

2. Go to the selected supplier and identify yourself as a Ayvens Driver.

3. We also have a pre-inspection service available at an associated cost of €40 + VAT, so that you can find out about any damage done to the vehicle and how to repair it with or without activating the insurance, before returning it.

*Domestic landline call

*If you have not purchased it, this service will be billed later



Accident

Always fill out the **Mutual Car Accident Statement (DAAA)** and, whenever possible, take pictures of the accident site, in order to better ascertain liability.

A. With insurance purchased through Ayvens

1. In case the vehicle is immobilized, access the **My Ayvens Driver Portugal app** para solicitar Assistência em Viagem e veículo de to request Roadside Assistance and a replacement vehicle *.

See how here:

Android

IOS



Alternatively, contact the Helpline by calling n° **21 440 09 10*** in Portugal, or **+351 21 440 09 10*** abroad.

2. Send the statement to the email sinistros@ayvens.com.

B. No insurance taken out by Ayvens

1. Contact your insurance company's Travel Assistance.

2. If this service is not available, contact the Helpline on **21 440 09 10*** in Portugal, or **+351 21 440 09 10*** abroad, and the associated costs will be charged.



Breakdown

Clf the car becomes immobilized or a malfunction light turns on and the car's instruction manual advises immobilization:

1. Access the **My Ayvens Driver Portugal app** to request Roadside Assistance and a replacement vehicle* (if it was purchased). Alternatively, please contact the Helpline at **21 440 09 10*** in Portugal, or **+351 21 440 09 10*** abroad.

2. For insurance purchased or managed through other means, contact the Roadside Assistance of the insurance company of the insurance company.

If you need an **emergency repair** and using a Ayvens Network partner is impossible, **please contact the Helpline.**

Important: Contact the Helpline at n.º 21 440 09 10* for further information before proceeding with any repairs at your own cost.
antes de proceder a qualquer reparação por custo próprio.

*Domestic landline call

*Only applicable within the national territory



Claims_vídeo



Roadside Assistance _vídeo

Theft / Stolen Vehicle

1. Contact the Helpline at nº **21 440 09 10*** in Portugal, or at **+351 21 440 09 10*** abroad, to get Roadside Assistance and a replacement vehicle*.
2. Fill out the **Mutual Statement** (mandatory) and send it to the email **sinistros@ayvens.com**.
3. In the case of theft or a stolen vehicle, **the authorities must be notified and a report must be obtained**, which must accompany the Mutual Statement.

*Only applicable within the national territory

Tyre Change, Steering Alignment, Wheel Balancing

1. Check the **Oficina Fácil** platform or the **My Ayvens Driver Portugal app** and select the **most convenient supplier**. Alternatively, contact the Helpline (21 440 0910*).
2. Go to the workshop and identify yourself as a Ayvens Driver.

In order to maximize tyre usage, swap the rear tyres with the front ones to ensure even wear.

*Domestic landline call

Isolated Glass Breakage

Always fill out the **Mutual Car Accident Statement**.

For insurance purchased or managed by Ayvens check the **Oficina Fácil** platform or the **My Ayvens Driver Portugal app** and go to the glass supplier that is most convenient for you, or call the tow truck using the App. Alternatively, contact the Helpline (21 440 0910*).

Hand in the Mutual Car Accident Statement to the workshop where the repair is scheduled.

For insurance purchased through other means, contact the insurance company.

Check **tyre pressure regularly**.

Whenever necessary **do a steering alignment**.





Replacement Vehicle

If purchased, when the driver needs a replacement vehicle* they should contact Ayvens by calling the Helpline at **21 440 09 10*** ein Portugal, or by calling **+351 21 440 09 10*** abroad, and make the respective reservation. Whenever the vehicle is in use, the reservation must be requested **2 business days in advance**.

The replacement vehicle is available according to the level of service chosen by the client:

Standard

Collection and return of the vehicle at the rent-a-car.

Plus

Travel between the workshop and the rent-a-car counter covered by Ayvens, via TVDE Voucher.

*Domestic landline call

*If you have not purchased it, this service will be billed later



Important Notes:

When picking up the replacement vehicle, the driver must have the following documents with them: Driving license, tax identification number and Citizen's Card.

Whenever a replacement vehicle is delivered to a workshop and there is no checking, together with the supplier, of the fuel level and possible damage to the vehicle, Ayvens is not liable for any costs arising from the use of this service.

OThe lease contract insurance does not apply when you drive the replacement vehicle. In these cases, the rent-a-car company insurance conditions apply.



Mandatory Periodic Inspection

It is the driver's responsibility to submit the car to mandatory periodic inspections. Check the **Oficina Fácil** platform or the **My Ayvens Driver Portugal app**. Alternatively, contact the free Helpline (21 440 09 10*).

Go to the selected Inspection Centre and identify yourself as a Ayvens driver.

The vehicle inspection should be carried out no later than the date of registration, and may be carried out within the 3 months preceding that date and in accordance with the following rules:

Light passenger vehicle:

4 years after the registration date - After the 1st inspection, the process should be repeated every 2 years until it reaches 8 years and then annually thereafter.

Light goods vehicles:

2 years after the registration date - After the 1st inspection, the process should be repeated annually.

*Domestic landline call



Returning the Vehicle_vídeo



Return of the Vehicle

There are two ways of returning the vehicle at the end of the lease contract.

Find out more here

ayvens.com/en-pt/services-and-faq/return-your-car/

The return of the vehicle must be, without fail, accompanied by the following objects and documents, otherwise it will not take place:

- Vehicle Registration Certificate (DUA) Car
- keys
- Certificate of (approved) Mandatory Periodic Inspection

If the driver is interested, they can use a pre-inspection service, with an associated cost of €40 + VAT, so that they can find out about any damage to the vehicle and whether it should be repaired, with or without activating the insurance, before returning it. Learn more **here**.

To find out which damages are acceptable when returning the vehicle, check the **Reconditioning Manual** at:

Reconditioning Manual

ayvens.com/en-pt/services-and-faq/useful-downloads/

Note: If you have used applications associated with the vehicle, you must, before returning it, remove the vehicle from your account and delete any associated data or access, in order to prevent unauthorized access by third parties.

The car must be returned in clean condition allowing for the verification of its state of preservation.

08 Filling out the **Mutual Car Accident Statement (DAAA)**

Install the mobile **My Ayvens Driver Portugal app** and file a claim right now*



Fill out the fields in the form and add photos that show the situation and any damages

More information = more agile expert processm mais ágil

*In case you are unable to sign up on the App, please contact us at **21 440 09 10***

- If an accident with the vehicle occurs, a **DAAA form must be filled out.**
- This statement must always be **completely filled out**
- **and signed by the parties involved** at the scene of the accident.
- A single form (in duplicate) must be used for a **collision with two vehicles, two copies for a collision with three vehicles,** and so on.
- Each party must retain a copy of the DAAA, and it is mandatory to mark the number of crosses in the DAAA in the appropriate location.
- After it is duly filled out (including the reverse side) and signed by the parties involved, the DAAA must be sent with **utmost urgency** to the email: **sinistros@ayvens.com**

Towing Service



In case the vehicle is unable to travel, you should contact **Roadside Assistance** by calling **21 440 09 10***, in case you are abroad please contact the number **+351 21 440 09 10***. Never accept or request a towing service that is not indicated by the Service Provider of the Roadside Assistance coverage purchased through Ayvens.

*Domestic landline call



Mandatory fields.

Important Note:

Failure to comply with these recommendations may compromise and/or delay the settlement of the claim and make it difficult to ascertain liability.

DECLARAÇÃO AMIGÁVEL DE ACIDENTE AUTOMÓVEL
Dados OBRIGATORIAMENTE solicitados pelos DOG condutores.

1. DATA do acidente: ____/____/____ 2. LOCAL (Estado, rua, localidade e nº): ____ 3. Hora PERÍODOS (hora, minutos): ____:____

4. DANOS MATERIAIS (veículo A e B) 5. TESTEMUNHAS (nome, morada e telefone de 3 pessoas que presenciaram o acidente)

VEÍCULO A 12. CIRCUNSTÂNCIAS DO ACIDENTE (descrever o acidente)

6. SEGURADO (veículo A) 7. VEÍCULO (marca, modelo, nº de matrícula) 8. COMPANHIA DE SEGUROS (nome, nº de carta verde)

9. CONDUTOR (veículo A) 10. DATA DO ACIDENTE (dia, mês, ano)

11. DANOS VISÍVEIS (descrever danos)

14. OBSERVAÇÕES

13. PERÍODOS (hora, minutos): ____:____

6. SEGURADO (veículo B) 7. VEÍCULO (marca, modelo, nº de matrícula) 8. COMPANHIA DE SEGUROS (nome, nº de carta verde)

9. CONDUTOR (veículo B) 10. DATA DO ACIDENTE (dia, mês, ano)

11. DANOS VISÍVEIS (descrever danos)

14. OBSERVAÇÕES

15. ASSINATURAS DOS CONDUTORES A B

16. OBSERVAÇÕES

17. LOCAL E DATA DESTA PARTICIPAÇÃO 18. ASSINATURA DO SEGURADO



Recommendations in case of an

- Stay calm and take photographs of the accident site.
- Identify possible witnesses and collect information about them (name, address, telephone number, etc.) and give this information to the police authorities so that they can be included in the Police Report.

Request the presence of police authorities whenever:

- There are wounded or dead;
- The driver of the other vehicle does not have a valid insurance document or refuses to show the driving license and/or other necessary elements;
- The driver of the other vehicle shows evidence of being drunk or under the influence of drugs;
- Whenever there is a difference of opinion about the accident;
- If there is refusal to complete and sign the DAAA;

- Take note of the identification of the intervening law enforcement officer (name, corporation, etc);
- Maintain the position of the vehicles involved in the accident, in case the presence of the police authorities has been requested.



For any further clarification, please contact the Helpline **21 440 09 10***.

*Domestic landline call

09 Drive-In Collision expert service

Ayvens, in partnership with its insurer Ayvens Insurance, offers its customers **an innovative car expert service associated with the insurance product.**

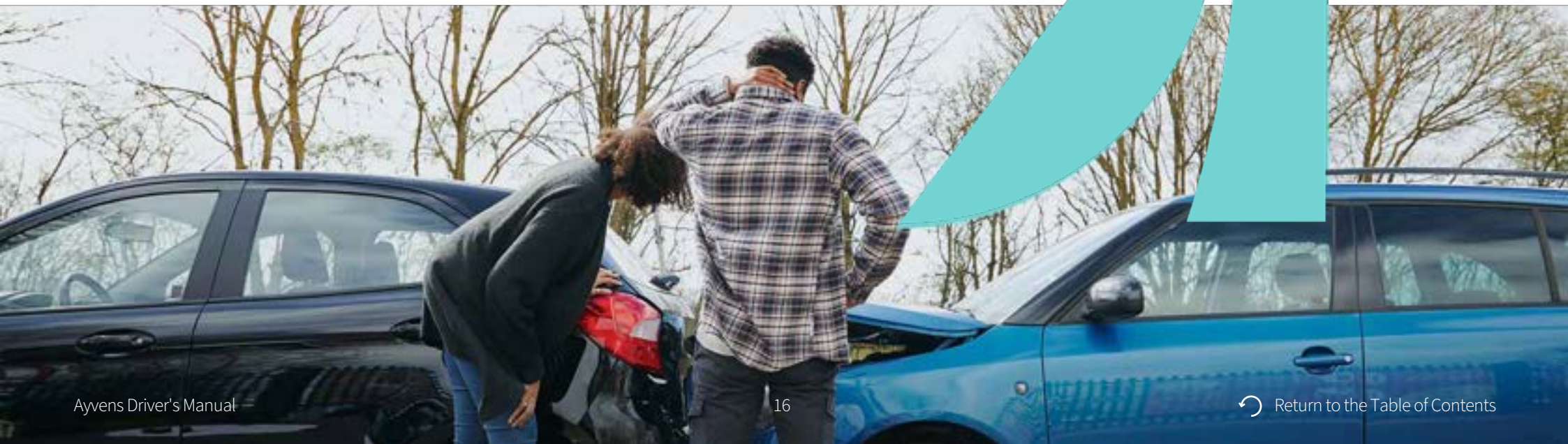
This service, called **Drive-In Expert**, consists of providing Ayvens customers with an expert resident at a collision centre in the areas of **Lisbon and Porto**, offering **complete time flexibility** in carrying out the expert service: **Business days from 8:30 am to 11:30 am**, ealternatively, at the Queluz Centre **from 2:30 pm to 5 pm.**

The customer can go to the Drive-In Expert centres and wait around 30 minutes for the expert service to be carried out, **thus avoiding the traditional downtime of the vehicle for a whole day and the inconvenience that this always entails for drivers.**



To find out more about this service, please call the Helpline at **21 440 09 10***

*Domestic landline call



10 Usage Advice

- Regardless of what alerts the car has, it is necessary to regularly check the oil and water levels. Warning systems are not effective in all situations, so the only 100% safe method of controlling the levels is checking the engine. This check is your responsibility.
- Regardless of the periodic checks required by the manufacturer, there may be a need to correct oil levels at any time during the use of the car, and any corrections are supported by Ayvens*.
- Ayvens will not be held responsible for any breakdowns resulting from use with insufficient oil or water levels.



Raising awareness for careful vehicle use _video

To avoid any surprises when returning the vehicle, use it carefully, respect the maintenance intervals and the reconditioning rules

*in case of Adblue top up, it only applies when purchased

Reconditioning rules

As your contract is coming to an end, **make sure that the return of your car will not include unforeseen costs.** Find out which damages are considered acceptable and not acceptable under Ayvens reconditioning rules.

Check the **Reconditioning Manuals** (for passenger or commercial vehicles) and use the Info-Card found in the cover of the Welcome Kit **to better identify damages acceptable to Ayvens.** The trimmed circumference and ruler on the edge help you to assess any dents and scratches.

Reconditioning Manual

ayvens.com/en-pt/services-and-faq/useful-downloads/

11 Ayvens Tools

My Ayvens Driver Portugal

In order to improve the experience for its Drivers, Ayvens provides a mobile application that allows direct connection from anywhere to Ayvens assistance services, 24 hours a day and 7 days a week, in the case of accident, glass breakage or roadside assistance.

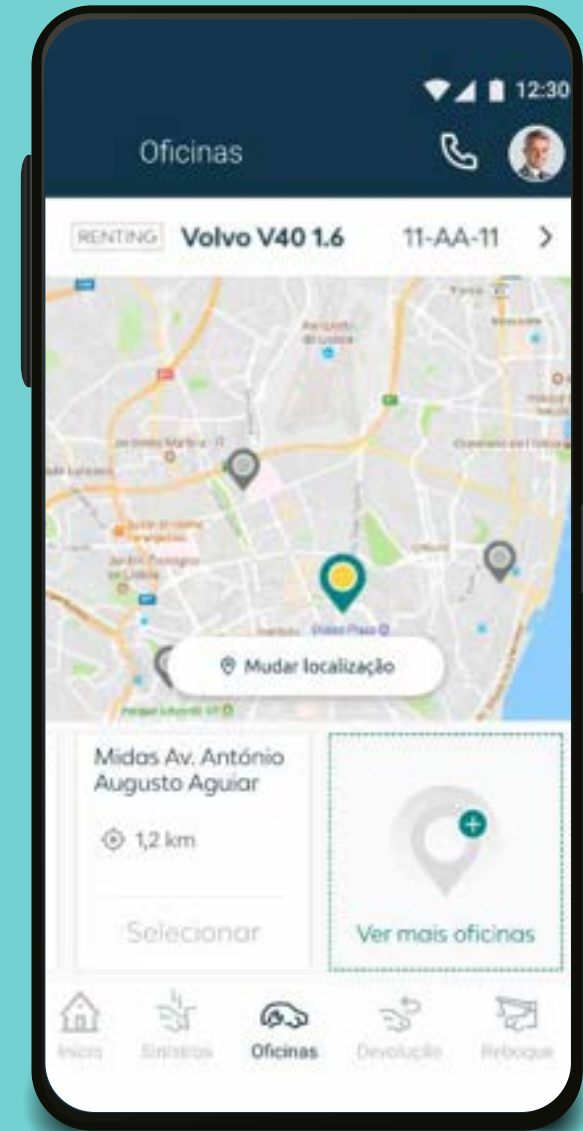
My Ayvens Driver Portugal app contains:

The Oficina Facil platform, so that you can find the assistance points and partners nearest to the vehicle location.

Information about the car, including the vehicle's service history.

Relevant information for the delivery of the vehicle at the end of the contract.

... And much more!



Android

IOS



Ayvens Social Media

Daily messages are available on the **Ayvens pages**, with **information about new services, exclusive benefits and useful tips**. With this pages, Ayvens intends to establish a direct dialogue with its drivers, in order to promote the sharing of content and,at the same time, support them in their daily lives.



Ayvens Blog

The Ayvens Blog offers an interactive experience and alerts all its readers of relevant content about the mobility sector, through reports, interviews and other notes.

Visit us at: <https://www.ayvens.com/pt-pt/blog/>

12 Contacts

Ayvens Contacts

Helpline

+351 21 440 09 10*

servico.cliente@ayvens.com

Available 24 hours a day,
365 days a year

*Domestic landline call

Visit our **Frequently Asked Questions** page at:

ayvens.com/en-pt/services-and-faq

Complaints Policy

ayvens.com/en-pt/submit-complaints



Ayvens

Lisboa:

Quinta da Fonte, Ed. Q43 – Fernão Magalhães
Rua da Fonte de Caspolima, 8
2770-190 Paço de Arcos

Porto:

Edifício Burgo, Avenida da Boavista,
1837 - 7º andar - sala 7.1
4100-133 Porto

servico.cliente@ayvens.com

Customer Service: 21 440 09 10 Domestic landline call