

Your car guide



Better with every move.

 **ayvens**
SOCIÉTÉ GÉNÉRALE GROUP

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We're here for you

Roadside assistance

(24 hours)
031 405 8888

Ayvens' Call Center

021 301 49 59
operatiuni.ro@ayvens.com

Online information

Visit www.ayvens.com

Suggestions and complaints

<https://www.ayvens.com/en-ro/complaints/>

Welcome to your new company car!

For us, your safety, your permanent mobility and comfort are our main objectives. We wish for you to drive smoothly and that's why we offer you the tools that will guide you in your journeys.

Should you have any questions, please do not hesitate to contact us. We will be at your disposal with our advice and ensure that the use of the vehicle during the entire contract will be as simple as possible and that the quality of our services will comply with your expectation.

Your Ayvens team

Important documents

When you collect your company car, you will be provided with several important documents. Please ensure you keep them with you at all times:

- ① Vehicle registration certificate
- ② Insurance policies (TPL)
- ③ Service handbook



Driver's responsibilities

- › Read the vehicle's manufacturer book carefully; this guide does not replace the information provided by the manufacturer.
- › Ensure you always carry with you the following vehicle documents: the valid TPL policy, the registration certificate, the valid Periodic Technical Inspection, the identity card copy.
- › Sign and retain in a secure place all the documents received:
 - when collecting and returning your vehicle under an operating lease or a replacement vehicle
 - when performing the seasonal tires change
- › Book an appointment through Ayvens Call Center and go only to the service stations approved. Also you can search and contact the national suppliers using My ALD Driver application.
- › Contact immediately the garage if you notice any difficulty related to the vehicle functioning, after collecting the vehicle from the garage.
- › Drive the vehicle in an appropriate manner. Note that it is forbidden to use the vehicle for racing, contests, for rental purposes or transportation activities.
- › Check with your vehicle fleet responsible:
 - for which services you must obtain a previous agreement before requesting them to Ayvens
 - if you can install additional equipment on the vehicle
- › Avoid paying any suppliers directly or accepting any invoice; all the costs of the services included in the contract and the related invoices are the responsibility of Ayvens.

A woman with dark hair is seen from the side, looking towards a car. The car's side mirror and part of its body are visible in the foreground, slightly out of focus. The background is a blurred outdoor scene with greenery and a body of water.

Driver's responsibilities

Maintenance:

- › Retain in a secure place the service book, as you will have to hand it over at the vehicle return.
- › Check that all servicing and maintenance work carried out by the garage are according to what you have requested and mentioned in the vehicle service book and if you are not satisfied with the quality standard of the work carried out, please contact Ayvens immediately:
- › Check and respect:
 - the vehicle user manual
 - oil and coolant levels
 - the service intervals for your vehicle and the date of the periodical technical inspection

Insurance and accident management:

- › Read carefully the “Conditions of the insurance policies”.
- › Check with your vehicle fleet responsible the type of insurance policies contracted for your vehicle and who the insurer is.
- › Inform immediately Ayvens in case of an accident and ensure that any vehicle repair is carried out correctly.

Driver's responsibilities

Fuel management:

- Read carefully the rules for the use of the fuel card which you receive together with the fuel card.

Tires management:

- Change tires within the normal wear and tear limits, according to the prevailing traffic regulations and for any seasonal change as communicated by Ayvens.



Delivery & registration

When taking over your vehicle, an Ayvens operator will contact you to schedule the delivery. Please go to the agreed location at the agreed time.

Ayvens will manage all documents and costs required for the vehicle's registration and will send you the following within 90 days of delivery:

- the final plate numbers
- the vehicle registration certificate
- a copy of the vehicle identity card to be used when the Periodic Technical Inspection is due

Remember:

At the vehicle delivery:

- you will receive the original copy of the TPL policy.
- you must sign and retain in a secure place the vehicle delivery minutes.

Maintenance & repairs

To carry out routine servicing, repairs and maintenance in line with the manufacturer's guidelines:

- › Book and appointment through Ayvens in to one of the agreed service units
- › Ask the garage to call Ayvens to obtain agreement for any servicing, repair or maintenance work.

Remember:

- › Ayvens will inform your company's fleet manager in advance of the date of the Periodic Technical Inspection becoming due.
- › When you go to the garage for the Periodic Technical Inspection take with you: the copy of the vehicle identity card, the TPL policy, and the vehicle registration certificate.
- › Contact immediately the garage if you notice any difficulty related to the vehicle functioning, after collecting the vehicle from the garage.
- › Check that all servicing and maintenance work carried out by the garage are according to what you have requested and mentioned in the vehicle service book and if you are not satisfied with the quality standard of the work carried out, please contact us.
- › Retain in a secure place the service book, as you will have to hand it over at the vehicle return. In case of loss, the cost is borne by your company.
- › Check and respect: the vehicle user manual, oil and coolant levels, the service intervals for your vehicle.



Tyre management

Change tires within the normal wear and tear limits, according to the prevailing traffic regulations and as communicated by Ayvens. We will inform your company's fleet manager in advance about the seasonal tires change.

Ask the garage for any tire storage documentation, verify that the make, series and tire wear are mentioned and keep the document in a secure place.

Contact immediately the garage if you notice any difficulty related to the vehicle functioning, after collecting the vehicle from the garage.

Check the tires pressure on a regular basis.



Steps for performing the tires change:

- For the first change of the tires, seasonal or due to normal wear and tear:
 - Contact Ayvens with **48 hours** notice to receive the details of the garage where you can go (021 301 49 59 or at operatiuni.ro@ayvens.com).
 - Go to the garage at the agreed date.
- For the next seasonal tires change you must schedule the change directly to the garage where you have performed the previous change. In case you face difficulties, contact Ayvens.

Roadside assistance

Roadside assistance is available 24/7. In the event of a breakdown, accident or a theft contact us at:



031 405 88 88

You can choose one of the following options if the vehicle is immobilized more than 1 day due to repairs:

- Maximum 3* hotel accommodation for 2 nights in Romania and 3 nights abroad.
- A replacement vehicle for 4 days in Romania and 3 days abroad, available on spot, B category.
- Transportation for further traveling or for returning home or to the office.
- Transportation to recover the repaired vehicle in Romania or abroad.





Remember

- › The 1, 2 and 3 mentioned services are not cumulative.
- › The assistance service can be requested in the event of fuel run out, but the fuel cost is not borne by the assistance company.
- › For the immobilised vehicle, which is towed to the service unit, there is no appointment scheduled with the garage.
- › Please have in mind to request the replacement vehicle on the moment you call the non-stop Assistance Service.
- › Sign the towing minutes and keep it in a secure place.
- › Ayvens assistance services are provided in Romania and throughout Europe except for Russia and Albania.

Insurance and accident management

Vehicle theft, documents theft/loss, vandalism, damages

In the event of one of the following:

- › Total or partial theft of the vehicle
- › Loss or theft of the registration certificate, keys, remote
- › Any type of vandalism
- › Damages of Ayvens vehicle only, which resulted in any other circumstances than an accident, theft or vandalism

1. Notify the designated Police station immediately about the event. This does not apply for damages caused to Ayvens vehicle only.
2. Notify the event by accessing **avizari.ayvens.ro** and open the damage file within:
 - maximum 24 hours in the event of total or partial theft
 - maximum 48 hours in the event of the theft or loss of the vehicle's documents, keys or/and remote
 - maximum 3 working days in the event of any type of vandalism
3. Go to the indicated garage within 30 calendar days from the event date to repair the vehicle. This does not apply in the event of total theft.



Accident – the vehicle is still running



Notify the designated Police station of the accident and obtain the necessary documentation (minutes of findings, repair authorization) or complete the amicable resolution form.



Notify the event by accessing **avizari.ayvens.ro** within 3 working days from the accident date.



Go to the indicated garage within 30 calendar days from the accident date to repair the vehicle.

Accident immobilized vehicle

- Call the non-stop Assistance Service on 031 405 888.
- Notify the designated Police station of the accident and obtain the necessary documentation (minutes of findings, repair authorization) or complete the amicable resolution form. Go to page no. 16 to identify which option applies in your case.
- Give the roadside assistance company the vehicle's key, registration certificate and sign the delivery minutes.
- Notify the event by accessing **avizari.ayvens.ro** 24/7 within 3 working days from the accident date.





Remember in case of an accident

- **You have to notify the nearest Police station of the accident and obtain the necessary documentation if:**
 - more than 2 vehicles were involved in the accident **or**
 - there are persons who have suffered injuries or victims **or**
 - maximum 2 vehicles were involved in the accident and there was only material damage but the drivers involved in the accident do not reach an agreement.
- You have to complete the amicable resolution form, without it being necessary to go to the Police station if maximum 2 vehicles were involved in the accident and there was material damages caused only to the 2 vehicles involved in the accident.
- You will obtain the document for starting the repair from the insurance company if:
 - only Ayvens vehicle is damaged after the accident **or**
 - the vehicle damages resulted in other circumstances than an accident, theft or vandalism (ex: parking damages, unknown party).
- In case that after the accident there are persons who have injuries or there are victims, announce immediately the Police by calling on the 112 national emergency number.
- Check with your vehicle fleet responsible who the insurance company is, in case that the accident management service is not provided by Ayvens.
- Read carefully the “Conditions of the insurance policies” from Ayvens website – Useful Documents section.
- If you go to the garage for repairs following an accident, ensure that any vehicle repair is carried out correctly. Contact immediately the garage if you notice any issues, after collecting the vehicle from the garage.

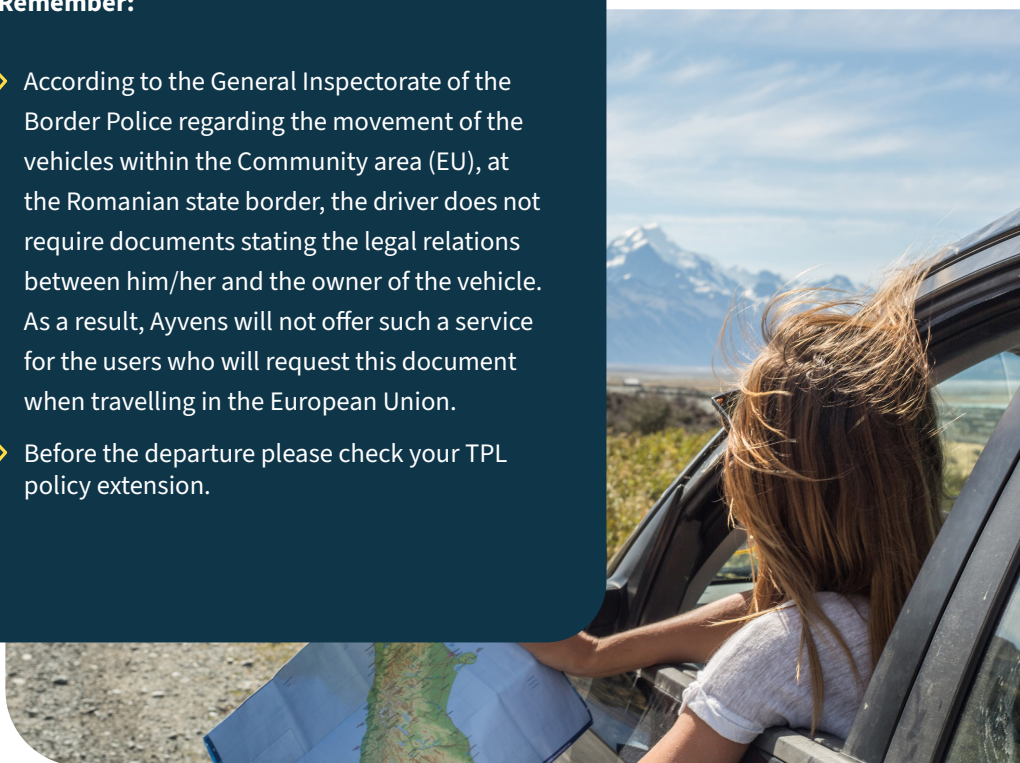
Travelling abroad

For traveling outside the country you need:

- The TPL and the Green Card policies valid during the entire travel period. In case the Green Card policy is not valid in the country where you will travel, it is mandatory to obtain the Green Card extension. The Green Card policy is not valid in the countries marked with “X”.
- The Green Card extension must be requested by phone on 021 301 49 59, by email at operatiuni.ro@ayvens.com or by sending a copy of the identity card or passport at least 5 working days before the departure date. The cost of the Green card extension will be re-invoiced to your company.

Remember:

- According to the General Inspectorate of the Border Police regarding the movement of the vehicles within the Community area (EU), at the Romanian state border, the driver does not require documents stating the legal relations between him/her and the owner of the vehicle. As a result, Ayvens will not offer such a service for the users who will request this document when travelling in the European Union.
- Before the departure please check your TPL policy extension.





Fuel management

You will receive the fuel card from your vehicle fleet responsible.

The fuel cards are delivered inactive and will be activated in maximum 48 hours after the receipt minutes for the fuel cards signed by your company was returned to Ayvens by email or courier.

Remember

- > Read carefully the rules for the use of the fuel card which you receive together with the fuel card.
- > Before returning the vehicle, it is your responsibility to go to an agreed garage in order to uninstall the RING system on the vehicle, in case it is present.
- > The list with the agreed garages for uninstalling the RING system can be requested by calling Ayvens Call Center on 021 301 49 59 or operatiuni.ro@ayvens.com. A copy of the documentation attesting the uninstallment must be sent by e-mail at operatiuni.ro@ayvens.com.

What to do if your fuel card is lost, blocked or stolen:



1. Contact Ayvens Call Center or write an email at operatiuni.ro@ayvens.com.
2. An Ayvens operator will contact and inform you about the unlock or cancellation of your card.
3. You will receive a new card, in case of loss or theft within maximum 12 working days from the order date.

Replacement vehicle

In the event of vehicle immobilization due to maintenance work or repairs, accident or theft, you can request a replacement vehicle once you have obtained the approval of your company's fleet manager:

- Contact Ayvens
- Collect the vehicle from the agreed location at the agreed time.
- Return the vehicle washed and with a full tank of fuel at the agreed location, at the agreed time. A return delay exceeding 1 hour will be re-invoiced as a rental day.



Remember:

- Ayvens will provide a replacement vehicle from the category mentioned in the operational leasing contract, according to the availability of the vehicle at the supplier and within 24 hours of receipt of the written request.
- The vehicle must be returned in the same condition as when delivered: ensure that it has fuel in the tank.
- Sign the delivery minutes of the replacement vehicle and keep it in a secure place.

Vehicle **return**



- Before the contract termination, Ayvens will contact your vehicle fleet responsible:
 - To inform him about how you should return the vehicle
 - To schedule in the return
- Please return the vehicle together with all documentation and accessories received at the time of delivery, according to the agreed schedule.
- Sign the vehicle return minutes and keep it in a secure place.

Remember:

- The returned vehicle must show a normal tear and wear corresponding to its age and the covered mileage. Should the state of the vehicle not correspond to the wear and tear standards defined in the “Vehicle return guide” then the cost for bringing the vehicle to the technical condition described in this guide will be re-invoiced to your company.
- Should a dedicated representative return the vehicle, please ensure that prior to the vehicle return, its exterior and interior are clean, in order for the damages’ evaluation process to be accurately performed. Otherwise, the dedicated representative can refuse to take the vehicle.



Happy driving!

Ayvens in Romania

AFI Lakeview Building, 301-311 Barbu Vacarescu St., 12th & 13th floors, District 2, Bucharest, Romania.

www.ayvens.com

Call Center 021 301 49 59



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