

DRIVALIA

DRIVER SET

Documentation for drivers

Welcome to your vehicle on operational leasing from Drivalia!

This Driver set contains the most important information concerning the operation of your vehicle, as well as documentation you will need while using it.

We wish you many happy miles with your car!

Where can you find all the necessary info?

In the car card DriverPass (www.drivalia.cz/en/driver-services-driverpass/), you will find all the relevant information in one place:

- information about the vehicle and the services
- proof of insurance – third-party liability (so-called green card)
- links to pre-filled forms to enable you ordering of vehicle servicing, arranging road assistance, reporting the damages or loss of documents
- network of contractual tire service stations and charging stations
- validity of the highway vignette
- location of the tire storage
- notifications for ordering of vehicle servicing, expiry of technical inspection validity, or vehicle recall
- and much more

The car card works in the Wallet app (iOS – automatically in your mobile phone) or Yourwallet app (android – to be downloaded in Google play).

You will obtain it simply by registering at kartavozu.drivalia.cz/en when you read the QR code on the cover of the Driver set.

You will receive an e-mail with access information to the portal within 10 days after the delivery of the vehicle.

- At Drivalia's **NON-STOP helpline**
+420 296 333 666
- At our website www.drivalia.cz/en



Vehicle documentation

You will find the following documents in the Driver set:

- vehicle registration card
- proof of insurance – third-party liability, valid internationally (so-called green card)
- fuel card or charging card (if such service is included in the contract), the fuel card is delivered together with a sealed envelope containing the PIN code.

Loss/theft/damage of documents or license plates

Please always report any loss, theft or damage by using the pre-filled form in **DriverPass**, by using the form available at www.drivalia.cz/en in the section Information for drivers or by phone at **+420 296 333 666**. Please note that without the license plate the vehicle should not be used and is inoperable, you may also use the Assistance service for this instance.

Travelling abroad with your vehicle

You may use your vehicle freely both within the Czech Republic and abroad without any additional documents. However, some countries (outside of EU) may require that you have an authorization to use the vehicle. You can request the issue of the authorization by using the pre-filled form in **DriverPass** or by using the web form available at www.drivalia.cz/en in the section Information for drivers.

Services for you

An overview of services and individual insurance types arranged for your company as part of operational leasing may be found in the attached document **Service entitlement** or in the **DriverPass**.

Assistance

Drivalia Assistance will arrange NON-STOP help in case your car becomes inoperable. The service is available both in Czech Republic and in all other countries of Europe, with the exception of the Russian Federation, Belarus, Crimea, Cherson region, Zaporozhye region, Doneck region and Luhansk region. The assistance services are available in Moldova with limitation due to local conditions. You can arrange the assistance through **DriverPass** or by calling the **NON-STOP helpline +420 296 333 666**.

Replacement vehicle

This service is used in case of scheduled downtime of your vehicle, such as regular servicing. The replacement vehicle may be ordered by calling the **NON-STOP helpline +420 296 333 666**; the vehicle will be made available within 24 hours (on working days) throughout the Czech Republic, while the category of the vehicle is determined by the lease contract.

Fuel cards

Please use the fuel card for purchases of fuel and other products for the vehicle, to which it was issued, and do not keep the PIN code together with the card. Please get in touch with your contact person to find out the allowed products and networks where the fuel card is accepted.

Charging cards for electric vehicles

- They function as RFID, i.e. they are not secured by a PIN code, therefore it is even more important to block them right away in case of loss or theft.
- The map of charging stations may be found in DriverPass or at www.drivalia.cz/en in the section Information for drivers.
- The current price list and the network may be found at www.drivalia.cz/en in the section Information for drivers.

Loss/theft of the fuel card

As soon as you find out that the card has been lost or stolen, it is necessary to have the card blocked to prevent it from misuse. You can block the card through the pre-filled form in **DriverPass**, by using the web form available at www.drivalia.cz/en in the section Information for drivers or by calling the help-line **+420 296 333 666**.



Insurance and claim handling

In case you discover a damage on your vehicle, if you're involved in a traffic accident or if your car is stolen, please contact Drivalia immediately. You can report the incident through the pre-filled form in DriverPass, by using the web form available at www.drivalia.cz/en in the section Information for drivers or by calling the help-line **+420 296 333 666**.

Vehicle theft

- Please call the Police at 158 (in Czech Republic) and report the theft. You may use the Assistance service if needed.

Traffic accident

- If another driver is involved in the traffic accident, please fill out the accident report form! You should call the Police if required by the legislation.

Tires

The scope of the Tire service may differ depending on the conditions of the contract with your company. All requests concerning the wheels (tires, discs and accessories) should be arranged through the tire servicing network. The current list of cooperating partners is available in **DriverPass** or at our website www.drivalia.cz/en in the section Information for drivers. If needed, please call the **NON-STOP helpline +420 296 333 666**. The location of storage of your tires can be found in DriverPass.

Seasonal tire change

In accordance with the valid legislation, the vehicle should be equipped with winter tires in the period from November 1st to March 31st.

Maintenance and servicing

The scope of the Maintenance service may differ depending on the conditions of the contract with your company. Please turn to the contact person in your company for more details. The information about the suppliers can be found in DriverPass.

Please follow these rules while using your vehicle:

- Do not carry out any intervention in the vehicle without approval of Drivalia.
- Activate security devices installed in the vehicle when leaving the vehicle.
- In case of loss, theft or damage of any documents, keys, etc., please inform Drivalia without delay.

- The vehicle should be operated and maintained as to prevent any damages.
- In case of any technical faults on the vehicle, please contact the **NON-STOP helpline** at **+420 296 333 666**.

Need a servicing appointment to be arranged?

Drivalia will help you with ordering the servicing both in case of breakdown and for regular maintenance through the pre-filled form in DriverPass, through the web form available at www.drivalia.cz/en in the section Information for drivers or by calling the **NON-STOP helpline +420 296 333 666**. The operator will contact a suitable service partner and arrange an appointment for you.

Lease termination

Vehicle return

The options for vehicle return or the potential vehicle purchase may differ depending on the contractual conditions with your company. You may consult the options in **DriverPass**, at www.drivalia.cz/en in the section Information for drivers or by calling the us at **+420 296 333 666**.

Excessive wear and tear on the vehicle

You may also consult the guidelines for evaluation of regular and excessive wear and tear on the vehicle, which is available at our website www.drivalia.cz/en in the section Information for drivers.

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