



# DRIVER'S GUIDE

Always on the road with Vancia Mobility Lease

## ***Our relationship comes first***

Just received the keys to your new car? Congratulations! At Vancia Mobility Lease, we've been hard at work behind the scenes to make your delivery as smooth as possible. But our work doesn't stop there. Choosing Vancia Mobility Lease is synonymous with extensive support, all the way to the last mile. Just like in a relationship: in good days and bad.


This guide takes you through a few key points: what to do in case of damage or breakdown, how to schedule maintenance and everything you need to know about inspections and tyres.

**Always check with your fleet manager which services are included in your lease contract.** This guide contains information on all our services and that means some topics may not apply to you.

Legislation and our internal procedures can change so not all the information in this guide may be accurate. That's why we always keep the **digital version** up to date. We recommend you read it by scanning the QR code on the outside of your car document holder.

### **CONTACT US**

Our team is happy to help.

 +32 56 34 57 81

 [info@vancia.com](mailto:info@vancia.com)



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# ACCIDENT & INSURANCE



This procedure only applies to contracts that include insurance through Vancia Mobility Lease. For more information you can contact us, consult your Car Policy or speak to your fleet manager.

### GLASS BREAKAGE

Make an appointment with an authorised repairer. Contact and invoicing are handled directly by Vancia Mobility Lease.

BELGIUM		FRANCE	
Carglass	+32 78 78 12 31	Carglass	+33 171 39 19 36
Autoglass Clinic	+32 11 36 05 70	Speedy	+33 800 52 05 20

### AN ACCIDENT

Stay calm at all times. First of all: **check if anyone is injured. If so, call the emergency number 112 first.** Also ensure your own safety: wear your hi-vis vest and place your warning triangle.

### Material damage

- » Take enough photos clearly showing the damage and its location.
- » **Always** complete the accident form, even if no other party is involved.

### Within 24 hours:

- » Submit your accident report to our claims department by filling out the accident report form on our website. Scan the QR code below.
- » Once you've filled out and submitted the form, we will start processing it.



### SUBMIT YOUR CLAIM

SCAN THE QR CODE OR VISIT [VANCIA.COM/FR/DECLARATION-SINISTRE/](https://vancia.com/fr/declaration-sinistre/) AND SEND US THE COMPLETED FORM

If you have any further questions or doubts about your claim, feel free to contact us at [accident@vancia.com](mailto:accident@vancia.com) or call **+32 56 34 57 81**.

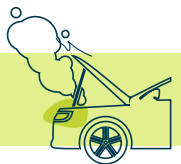
### THEFT

Email the police report to [accident@vanciacom](mailto:accident@vanciacom) (fleet manager in cc).

### LOST YOUR INSURANCE CERTIFICATE?

Request a copy by email to [insurance@vancia.com](mailto:insurance@vancia.com).

## BREAKDOWN ASSISTANCE



This procedure only applies to contracts that include Vancia Mobility Lease breakdown assistance. For more information you can contact us, consult your Car Policy or speak to your fleet manager.

### VAB VANCIA MOBILITY LEASE ASSISTANCE

Flat tyre, breakdown or unsure whether it's safe to continue driving? Call assistance and do not drive to the garage yourself!

First-line help via **Vancia Mobility Assistance (VAB)**.

**Stay calm, do not panic and be patient. Pull over safely and follow our procedure carefully.**

Once your vehicle is safely off the road and all necessary safety procedures have been followed (hi-vis vest, warning triangle, etc.), call VAB 24/7. You'll find the phone number in the table below. VAB will try to get you safely back on the road if possible.

BELGIAN NUMBER PLATE		FRENCH NUMBER PLATE	
Vancia Mobility Lease Assistance - VAB Belgium	+32 3 2 53 62 93	Vancia Mobility Lease Assistance - VAB Belgium	+33 3 10 45 56 45

### On-site assistance is not possible?

- » Your vehicle will be towed to an authorised tyre centre or garage.

### After towing:

- » Transport to your destination will be arranged
- » Within 24 hours a replacement vehicle will be provided for 5 days
- » Contact us during office hours (8 am – 12 noon & 1 pm – 5.30 pm)

**The above doesn't apply? Please schedule an appointment in consultation with Vancia Mobility Lease.**

## MAINTENANCE AND REPAIRS



This procedure only applies to operational lease contracts and doesn't cover financial lease contracts. For more information you can contact us, consult your Car Policy or speak to your fleet manager.

### PROCEDURE

Check the maintenance requirements with an authorised brand dealer and schedule an appointment at least 6 weeks or 2,000 km in advance. Look up the nearest dealer on your car brand's national website. Use the first parameter reached as your guide. **Delays can cause engine damage and may invalidate the warranty, for which you, as the driver, remain responsible.**

**First appointment at the dealer?** Provide the following information: Vancia Car Lease vehicle, current mileage and vehicle registration document.

### Appointment in France or outside Belgium?

Also include the document '[Prise en charge Vancia Mobility Lease](#)' (included in your car document holder).

Your dealer will handle communication and invoicing with Vancia Car Lease and will contact our Technical Department directly if there are any questions or issues.

### REPLACEMENT VEHICLE

No replacement vehicle is provided for maintenance or other repairs completed within 24 hours.

### REPAIRS

Inform the Technical Department using the contact details below if your vehicle has been towed or is in for repairs for more than 24 hours.

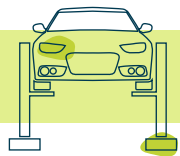
### CONTACT US

Our team is happy to help.

+32 56 34 57 81

[maintenance@vancia.com](mailto:maintenance@vancia.com)

## INSPECTION



Is the vehicle less than 4 years old and not fitted with a towbar? In that case, there will be no inspection certificate in the car. If the vehicle is older than 4 years and/or has a towbar, an inspection certificate must be present in the car. Specific rules apply for light commercial vehicles.

### WHEN TO INSPECT

#### Vehicle without a towbar

Your vehicle is due for its first inspection as soon as it turns 4 years old. You can find the date of first registration on the registration document. Add 4 years to this date to determine when your vehicle is due for its first inspection.

Example: Date of first registration = 12/01/2023 --> first inspection no later than 12/01/2027.

#### Vehicle with a towbar

In this case, you will find an inspection certificate in your document holder. This document lists the date of the next inspection. **Always respect this date:** as the driver, you are responsible for ensuring your vehicle is inspected on time.

#### Light commercial vehicles

Vehicles in this category must be inspected before going on the road. After that, the vehicle must undergo an annual inspection. The deadline for your next inspection is always stated on the inspection certificate.

### PREPARATION

Waiting times can be long so make an appointment in good time at the inspection centre of your choice. Do not wait for the official reminder but regularly check your inspection certificate or registration document to see when the next inspection is due.

Documents to bring to the inspection centre:

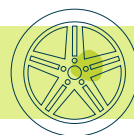
- » Registration certificate (vehicle section)
- » Valid insurance certificate
- » Certificate of conformity (if applicable)
- » Most recent inspection certificate (if applicable)
- » Identification report for light commercial vehicles (if applicable)
- » LPG or CNG certificate (if applicable)

### AFTER THE INSPECTION

After the inspection, send us the new inspection certificate **within 24 hours** so we can update your file immediately.

- » Email a clear scan of the full inspection certificate to [techcontrol@vancia.com](mailto:techcontrol@vancia.com)
- » Always keep the original inspection certificate in the vehicle
- » Check immediately when the next inspection is due

## TYRES



This procedure only applies to lease contracts that include tyres. For more information you can contact us, consult your Car Policy or speak to your fleet manager to check how many tyres are included in your contract.

### PURCHASE & REPLACEMENTS

Find the nearest authorised tyre centre using the overview below.

BELGIUM	FRANCE
VDC Tyre	Speedy
Forrez	Eurotyre
Donckers	BestDrive
Group Vandecasteele	SiliGom
TSE	Euromaster
	Eurofleet

Provide the following information to the tyre centre when making an appointment:

- » Lease vehicle owned by Vancia Car Lease
- » Number plate, exact mileage and tyre size (see illustration on p.10)
- » Appointment in France or outside Belgium? **Include the document 'Prise en charge Vancia Mobility Lease'** (included in your car document holder).

**Transport:** Tyre transport can only be requested by your fleet manager due to the associated costs.

**3PMSF requirements:** In certain regions of France, Germany and Luxembourg, tyres with a 3PMSF marking are mandatory from 1 November to 31 March. Contact us for more information.

### TYRE PRESSURE & WEAR AND TEAR

As the driver, you are responsible for regularly checking tyre wear and tyre pressure. Your safety, insurance and coverage for tyre replacement may depend on this.

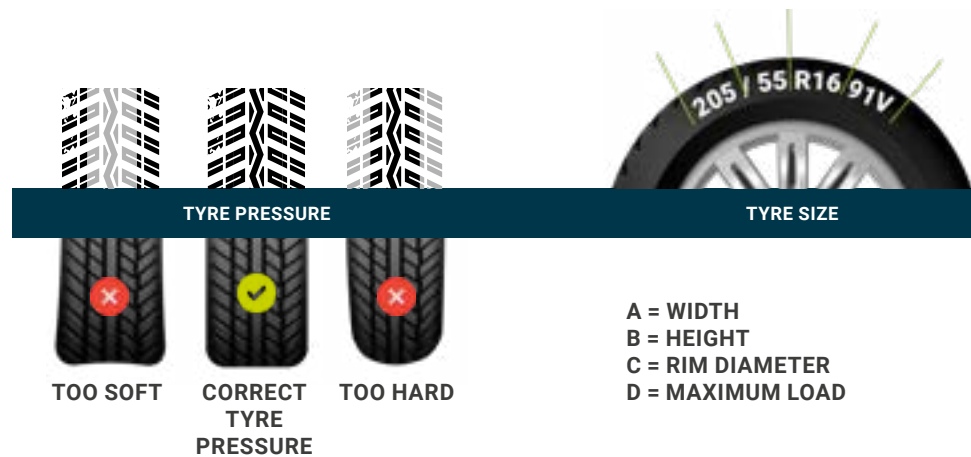
### Tyre pressure

You can find the recommended tyre pressure on a sticker inside the driver's door. Regularly checking your tyre pressure can reduce fuel consumption and extend the life of your tyres.

### Wear

The law requires a minimum tread depth of 1.6 mm. Check the grooves of your tyres for the small rubber blocks.

If the tread is level with these wear indicators, the tyres must be replaced.



### CONTACT US

Our team is happy to help.

+32 56 34 57 81

maintenance@vancia.com (tyres/mechanical)  
accident@vancia.com (glass breakage/bodywork)



## **GENERAL CONTACTS**

### ***emergency numbers***

112

general emergencies

### ***general***

+32 56 34 57 81

+32 3 2 53 62 93

+33 3 10 45 56 45

[maintenance@vancia.com](mailto:maintenance@vancia.com)

[accident@vancia.com](mailto:accident@vancia.com)

[delivery@vancia.com](mailto:delivery@vancia.com)

[sales@vancia.com](mailto:sales@vancia.com)

[aanloopwagens@vancia.com](mailto:aanloopwagens@vancia.com)

[vcc@vancia.com](mailto:vcc@vancia.com)

Vancia Mobility Lease

VAB Assistance Belgian number plate

VAB Assistance French number plate

Maintenance, breakdown and tyres

Damage and insurance

Delivery new vehicles

Commercial department

Interim vehicle management

Vancia Car Center