



autoserve ●●●™

Driver Handbook

Service Plans

Contents...

Welcome to Autoserve

What does my Service Plan cover?

Servicing & MOT

Accident Management

What to do in the event of...

FAQs

Our contact details

For assistance call **0121 521 3500**. For service bookings please call during office hours (Mon-Thurs 7am-7pm, Fri 7am-6pm) or email info@autoserve.co.uk.

Welcome to Autoserve

Firstly, welcome to your Service Plan with Autoserve. At Autoserve, we strive to provide all of our customers with the highest level of customer service and satisfaction.

We're part of the Aveto Group with 40 years of experience in the motor vehicle industry. As we are an independent company, with no ties to the motor industry, we can act impartially on all matters, giving you the best advice and seeking the very best service level from our suppliers.

As major innovators in vehicle management, our strategy is to focus exclusively on the needs of our business and private customers. To maintain this, all of our garages are contracted by way of discount and service level agreements, which are legally binding, including guarantees on all workmanship and spare parts.

Our staff have many years of technical experience and are professionally qualified in their own field allowing them to maintain our high level of personal service. Our customers are provided with a dedicated service, manned by our own staff who are able to respond immediately to customers' needs.

The challenge for Autoserve Ltd is clear, to meet the changing demands of the future, with the latest technology to complement the exciting new developments that are being made by motor manufacturers and motor insurers; thus maintaining the level of personal service that is so important to our customers.

What does my service plan cover?

For your monthly payment, your Service Plan will include:

- Servicing & MOT of the vehicle covered
- Accident Management
- Autoserve Club Membership

You will receive your welcome pack via post, you will be issued with your own personalised Autoserve driver card, which can be used to identify you as an Autoserve customer.

Servicing & MOT

Your vehicles servicing and MOT testing costs will be covered for the duration of the contract.

All servicing is based upon the manufacturers guidelines and servicing schedules. When your vehicle's service light appears or when an MOT is due, all you are required to do, is to contact us at Autoserve to let us know and we'll do the rest. We'll find the closest approved garage to either your work or home address, which ever you prefer, and we'll arrange the collection and delivery of the vehicle or a courtesy car, subject to availability.

Autoserve will authorise any work proposed by the garage and if any repairs are needed, which fall outside of the contract, we'll let you know the pre-negotiated prices before any work commences, allowing you to remain in control of any extra costs which may occur.

As part of the vehicle's service, the service plan will cover items such as:

- Checking the engine oil and replacing
- Fuel, oil, air and pollen filters (as per manufacturer intervals)
- Topping up Adblue at point of scheduled service
- Checking and topping up fluids such as engine coolant and windscreen washer fluid at point of scheduled service
- Resetting the service light

At Autoserve we work with a wide range of approved BOSCH and main dealer service centers across the UK who can collect and deliver the vehicle or can provide you with a free courtesy vehicle while your vehicle is in the garage. Subject to availability.

Please note: Collection and delivery service or a courtesy car, is provided by the garage directly and not by Autoserve. We can request this service for you but we cannot promise these services will be available to you as this is beyond of our control.

Alternatively, you can drop the vehicle off at the garage and collect it once the work has been completed. We do not reimburse customers for any form of travel costs including any costs which may be incurred because a courtesy car or collection and delivery was unavailable.

Autoserve Club Membership

All Guaranteed Maintenance customers are entitled to a free Autoserve Club membership. Autoserve Club is the place for exclusive motoring discounts and benefits. You can find offers on essential items such as parking discounts, dashcams, car mats, pet accessories and more. The Club also hosts a range of with lifestyle offers such as holiday and travel offers, experience days, hospitality bookings and more.

Your membership and login will automatically be created and emailed to you, if you haven't received your login please let Autoserve know.

Offers correct at time of print. Offers can be added, amended or withdrawn at any time without prior notice.

Accident Management

Our Accident Management service covers both fault and non-fault accidents with a 24/7, 365 days a year incident response line.

After your call, to the dedicated Autoserve customer only line, our Accident Management partner will arrange for your vehicle to be recovered and taken to an approved garage for a review of the damage and for repair. Our partner has access to a nationwide network of BS-10125 approved repairers who will work to agreed labour rates and part discounts. They also have access to ATA/VDA Qualified Engineers who review estimates to ensure true and fair damage costs. By using our partners approved repairers you can be confident of a quality repair with minimal downtime to your vehicle.

While your vehicle is in for repair they will provide you with a courtesy car, free of charge and will contact the relevant insurance companies on your behalf to settle any claims. As an added bonus, should you be involved in an accident that wasn't your fault, our partner is able to arrange a like-for-like replacement vehicle for the duration of repairs, subject to availability.

They'll also provide advice or free legal assistance if you, as the driver, is not at fault.

Please note: This service is not a replacement for motor insurance. You will need to purchase separate motor insurance to cover your vehicle, which is a legal requirement to drive on UK roads. This service provides support to you after an accident and our accident partner can contact your insurance company to help you make a claim.

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What to do in the event of...

An accident

In the event of an accident, whether you as the driver are at fault or not, simply give Autoserve a call using the number printed on your personalised driver card. We will then pass your call to our dedicated accident management company who will recover the vehicle and take it from there. They'll also contact your insurance company to help settle any claims.

Service light illuminates

When your vehicle's service light illuminates, visit our website www.autoserve.co.uk/book-online and we'll arrange to book your vehicle in to your local approved garage. If you have a preferred independent garage you wish to use, do let us know and we'll try our best to accommodate. We work with over 16,000 garages across the UK.

MOT is due

When your vehicle's MOT is due, visit our website www.autoserve.co.uk/book-online and we'll arrange to book your vehicle in to your local approved garage. As with servicing, if you have a preferred independent garage you wish to use, do let us know and we'll try our best to accommodate.

FAQs

General

How can I contact Autoserve?

You can call or email us. For emergencies such as an accident please ensure to call us.

Call: 0121 521 3500 - *This number is also printed on your personalised driver card*

Email: info@autoserve.co.uk

Does my membership cover myself in any vehicle or just the vehicle registered with Autoserve?

Your Service Plan only covers the vehicle registered with Autoserve. If you change your vehicle, please contact us to let us know - *this may impact your monthly payments.*

What do I need to do if my driver card is misplaced / stolen?

Contact Autoserve as soon as possible to report a lost or stolen driver card.

Will my call to Autoserve be answered 24/7?

Yes, we have a 24/7 out of hours team. The following services are provided 24/7; Accident Management. Queries relating to our other services will be answered during office hours.

I've sold my vehicle, can I pass the Service Plan to the new owner?

No, unfortunately we do not transfer agreements.

When will my vehicle's servicing be carried out?

All servicing is based upon the manufacturers guidelines and servicing schedules. This is in line with 'fair wear and tear' guidelines that are set by the BVRLA and is the guidance that leasing brokers and finance companies refer to. Please note, manufacturers guidelines and schedules do vary per vehicle, so your new vehicle may have a different schedule to your previous vehicle.

Will my car be serviced at a local garage?

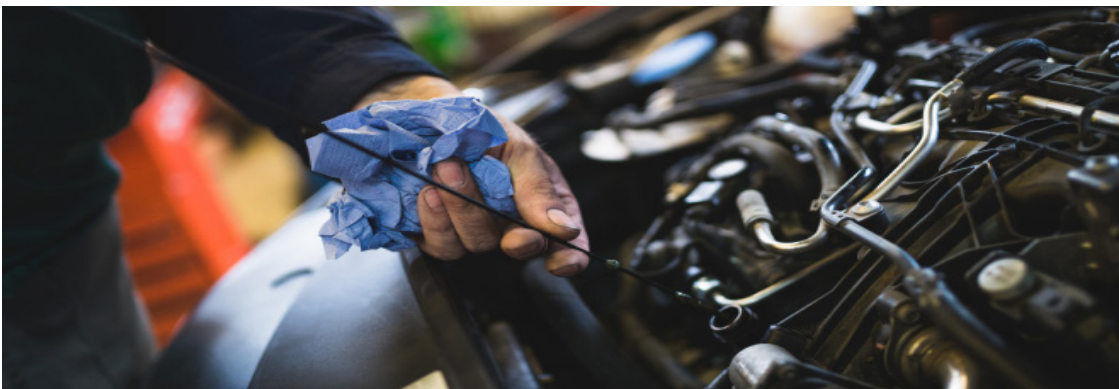
Our network of over 16,000 approved garages across the UK. If you have a preferred garage you would like to use, do let us know and we'll accommodate where possible.

Will my courtesy car be a like-for-like vehicle?

No, unfortunately your courtesy car will be what the garage has available on your selected date. The courtesy car service is designed to provide you with a car to simply get you from A to B, we cannot promise or guarantee a like-for-like vehicle.

Does my contract include Adblue and oil top ups?

Yes, but only at the time of the vehicle's service.



Accident Management

How quickly will your accident management partner attend to my vehicle?

After your call to our Accident Management partner, they will be able to advise on an estimated wait time. Our partner will attend to your vehicle as soon as they can.

Who will provide a courtesy car after an accident?

If you require a courtesy car after a vehicle accident, our accident management partner will arrange one for you.

If you are involved in a non-fault accident, our accident management partner will provide you with a like-for-like vehicle, subject to availability.

What if I have an accident while in a vehicle not registered with Autoserve?

Simply give our incident helpline a call and we'll be happy to assist as normal.

Do I still need to purchase separate motor insurance?

Yes, you will need to purchase separate motor insurance. This is a legal requirement to drive on UK roads.

In the event of an accident, call Optima Claims on 01522 708 885.



Thank you for choosing Autoserve

If you have any further queries, questions or experience any issues with your Service Plan please contact our friendly team as soon as possible on 0121 521 3500 or email info@autoserve.co.uk. For accidents we're available 24/7.

To arrange a vehicle service you can email or complete our online booking form which can be found on our website: www.autoserve.co.uk/book-online

Remember...

Remember to keep both this driver handbook and your personal driver card in a safe place so you know where to find it if you need us.



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