

WELCOME TO FLEXIFLEET

***SUBJECT TO THE SERVICES CONTRACTED BY YOUR COMPANY WITH FLEXIFLEET**

To make your life easier, we've compiled this driver pack containing all the essential information about our services.

Our dedicated contact centre agents are available to assist you 24/7. We recommend that you save our contact numbers on your phone so that you can reach us whenever you need to. You never know when you might require our assistance, and we're only a call away.

OFFICE HOURS

+267 398 0329

AFTER HOURS

+267 77 474 057

+267 77 090 0346

FULL MAINTENANCE RENTAL (FMR)

Your vehicle is financed by Flexifleet under our Full Maintenance Rental Product.

FMR covers finance, maintenance, tyre servicing and replacement, licencing and fine management.

The FMR service includes:

- Servicing of your vehicle as per your vehicle's manual, as well as fair wear-and-tear maintenance and repairs. *For more information, refer to the maintenance section of this driver pack.*
- Replacement and maintenance of your tyres (if contracted by

your company). *For more information, refer to the tyres section of this driver pack.*

- Initial registration and management of the annual licencing of your vehicle (for passenger and light commercial vehicles).
- 24/7 roadside assistance (if contracted by your company). *For more information, refer to the roadside assistance section of this driver pack.*
- Management of traffic fines. All traffic fines are redirected to you as the driver.
- Cross-border authorisation (with permission from your fleet manager).

Flexifleet will require the following for cross-border authorisations:

- Vehicle registration number
- Full name and surname of the driver
- Copy of the driver's licence
- Destination/s
- Departure and return dates from and to Botswana
- Telephone and e-mail contact details

If you have any queries relating to your vehicle; for example: an expired licence, a query on a fine, or where to service your vehicle, get in touch with our contact centre agents.

REMEMBER: AS A DRIVER, YOU WILL NEVER BE REQUIRED TO MAKE A PAYMENT FOR ANY WORK DONE ON YOUR VEHICLE.

WELCOME TO FLEXIFLEET

TAKE CARE OF YOUR VEHICLE AS NON-FAIR WEAR-AND-TEAR DAMAGES, INCLUDING ANY INSURABLE DAMAGES, ARE NOT COVERED BY FLEXIFLEET AND WILL BE REBILLED TO YOUR COMPANY.

MAINTENANCE MANAGEMENT

Flexifleet is responsible for the authorisation and payment of all standard services and maintenance on behalf of your company.

Remember, it is your responsibility to ensure that your vehicle regularly serviced. Check the manual in your vehicle and ensure that your vehicle is serviced as per the stipulated service intervals.

You may request a contact centre agent to make a service booking on your behalf.

Should your vehicle be out of warranty, Flexifleet may elect to service/maintain the vehicle at a non-franchised service centre.

When delivering your vehicle to the service centre, please notify the service agent that the vehicle is managed by Flexifleet and that they should contact Flexifleet to obtain authorisation prior to commencing the work.

Please ensure that your service manual is stamped

by the service centre upon completion of the work.

If you have any queries relating to the servicing and maintenance, get in touch with our contact centre agents.

TYRES

Tyres are the only point of contact between your vehicle and the road, so taking care of your tyres is important.

To be safe, legal and to prolong the life of your tyres, we recommend that you take your vehicle for wheel balancing and alignment every 10 000 km and check your tyre pressure regularly. Tyre pressure should be checked when the tyres are cold.

Flexifleet is responsible for the payment of the replacement of your tyres.

Tyres are replaced when they reach a tread depth of less than 1.6 mm. Tyres must have travelled a minimum of 40,000 km to qualify for a tyre replacement.

Wheel balancing, alignment and puncture repairs are also covered by Flexifleet.

A list of Flexifleet preferred and approved fitment centres can be provided by our Flexifleet maintenance agents. You may request an Flexifleet agent to make a booking on your behalf.

When delivering your vehicle to the tyre fitment centre, please notify the booking agent that the vehicle is managed through Flexifleet and they should contact Flexifleet to obtain authorisation prior to commencing the work.

If you have any queries relating to the servicing, maintenance, repairing or replacement of tyres, get in touch with our contact centre.

ROADSIDE ASSISTANCE

Flexifleet is here to assist you in the event of a mechanical breakdown or when you require any type of roadside assistance.

Your safety is our top priority.

NEVER ALLOW ANY TOWING AGENT OR PERSONS WHO HAVE NOT BEEN DISPATCHED BY FLEXIFLEET TO TOW OR REMOVE YOUR VEHICLE.

WELCOME TO FLEXIFLEET

The following are included in the roadside assistance service:

- Locksmith services
- Flat battery
- Flat tyre change
- Vehicle runs out of fuel (10L at your cost)
- Vehicle towing services (mechanical)
- Safe vehicle storage

TRACKING

For the protection and safety of both you and your vehicle, your vehicle has been fitted with a tracking device (if this product was contracted by your company).

In the event of your vehicle being stolen or hijacked, urgently get in touch with our contact centre agents.

EMERGENCIES

In the case of an emergency, our contact centre agents are on standby 24/7.

The contact centre agents will require your vehicle registration number and will dispatch a recovery team to locate the vehicle, if necessary.

LOG-BOOK

Our vehicle tracking service includes an electronic logbook.

If you are registered as the regular driver, you will receive a log-book link via e-mail.

The link will take you to a report displaying the previous week's trips, you will be able to confirm if the trip was either private or business.

We recommend that you create points of interest (POI) against all business trips.

LICENCING

Your vehicle has been delivered to you fully registered with number plates and licence disc.

Flexifleet is responsible for the renewal, payment, and delivery of the annual licence disc. Annual licence discs will be delivered to your fleet manager.

Please ensure that your licence disc is affixed to the windscreen of your vehicle. If the vehicle licence disc is misplaced, please notify your fleet manager to arrange a duplicate licence disc.

If, for any reason, you have not received the new licence disc, prior to the expiry of the current disc, please notify your fleet manager or our contact centre agents.