Services related to Vehicle Operation
QUICK GUIDE

Procedure when dealing with damage claim

If any damage or accident occurs, following measures must be taken:

→ Complete and sign the document *"Traffic Accident Report"*, where the guilty party is clearly specified. *Included in Driver set*

→ **IMPORTANT** *"Traffic Accident Report"* must be completed in its entirety and signed by all participants of the traffic accident.

→ Each participant of the traffic accident should keep one copy of the report in the appropriate language.

IMPORTANT Contact Slovak Police in the case of following situations occure:

→ If the damage to the vehicle exceeds the sum of EUR 3990.00

→ if the guilty party is unknown

→ if the vehicle was damaged by vandals, or animals

→ if the vehicle damaged a publicly beneficial facility

→ if there was an injury

→ if there was an ecological incident

Whether you are the guilty party of an accident or not, please exchange:

→ **IMPORTANT** completed and signed document *"Traffic Accident Report"*.

When your vehicle remains immobile after a traffic accident:

→ contact ALD Assistance: you will find the instructions in the section *Assistant Service*

ALD Automotive Green Line

You are required to report any damage claim and traffic accidents to ALD within 4 calendar days.

Report the damage claim via the ALD Automotive Green Line:

0800 222 200

from abroad +421 232 222 200

during work days from 9 A.M. to 5 P.M.

or via the electronic claim form which you will find in the customer zone on the website *www.aldautomotive.sk*.

Servicing the Vehicle

How to service your vehicle in operating leasing
(inspections, maintenance, repairs):

- ⟶ perform maintenance and repairs solely in ALD authorised garages.
- ⟶ you can find the list of ALD's service partners and their contact details in the **My ALD Driver** or at *servis.aldautomotive.sk*.
- ⟶ strictly observe the intervals of servicing inspections recommended by the manufacturer.
- ⟶ if you are interested in using the pick-up service, or a replacement vehicle during the repair period, you must order the service at an ALD authorised garage at least 48 hours prior to the pick-up time and date. *You can find out if a certain partner provides a certain service in the **My ALD Driver** or at servis.aldautomotive.sk.*
- ⟶ if you have activate the **Servicing** service, ALD will pay all expenses for servicing the vehicle, up to the agreed mileage limit.
- ⟶ identify yourself at the authorised garage using information from the *Driver set*

Tyre Service

- ⟶ arrange tyre changes and repairs solely in ALD authorised garages.
- ⟶ you can find the list of ALD's authorised tyre service shops and their contact details in the **My ALD Driver** or at *servis.aldautomotive.sk*.
- ⟶ ❗ you must schedule your appointment at least 14 days before you need to change tyres.
- ⟶ Your seasonal tyres will be stored at your tyre service shop.
- ⟶ Keep your storage slip safe, you will need to present it next season.
- ⟶ Identify yourself using information from the *Driver set*.

Assistance Service

- ⟶ You will find of and what services are active for you on the front page of the *Driver set*
- ⟶ If you have any technical difficulties, ALD Assistance is available to you 24 hours a day, 7 days a week +421 220 602 022. *You will find more information in the **My ALD Driver** app.*
- ⟶ When communicating with the assistant service, always identify yourself with your personal details from the cover of your *Driver set (license plate number, VIN, ontract no.).*
- ⟶ Your vehicle can be repaired on the spot or transported to the nearest ALD authorised car repair garage.

If your vehicle is immobile, you are entitled to:

- ⟶ accommodation in a hotel *or*
- ⟶ transportation to your final destination *or*
- ⟶ a replacement vehicle depending on which assistance programme you have chosen.

ALD Automotive HOTLINE is at your service NON STOP:
+421 268 298 830

In case of damaged tyres:

- ⟶ change a damaged tyre by yourself if possible or use the repair set from the vehicle.
- ⟶ or call ALD Assistance: +421 220 602 022 and ask for help.

ALD
Automotive