

FREQUENTLY ASKED QUESTIONS



ARVAL
BNP PARIBAS GROUP

We care about cars.
We care about you.

Contents

Vehicle order

- When is my vehicle being delivered?
- How can I amend my order?
- How can I change delivery date/address of my new vehicle order?
- Can I return my old vehicle to the supplying dealer at time of delivery?

Invoicing

- After paying my initial rentals in advance why am I then being charged multiple monthly rentals?
- Why am I being charged for additional road fund licence (excise licence/tax disc)?
- Why have you started billing me for a vehicle that wasn't on last months invoice?
- Why has my monthly rental increased after my contract has ended?
- When will my direct debit be taken?

Maintenance (if selected)

- I have elected to take Arval's optional maintenance policy. What is covered in this scheme?
- If I have a maintenance contract, at what point will Arval notify me of any charges?
- What are my responsibilities regarding the maintenance of my vehicle?
- How do I book my vehicle in for a service or MOT?
- What should I do if I experience an issue with my vehicle?
- What is AdBlue?
- What is a Diesel Particulate Filter?
- What should I do if the warning light comes on?
- Is there anything else I should know?
- What should I do if I breakdown?

During your contract

- Why have I been charged for replacement glass?
- What do I do if I do not want Arval to arrange and invoice me for glass and require this to be managed by my insurance company?
- Should I inform Arval of any changes in contact details?
- How does Arval administer Penalty charge notices?
- How will we notify you of a demand?
- Charges and fees
- Taking my vehicle abroad.
- What should I do if I am involved in an accident?
- Can I amend my contract terms?
- What should I do if I would like an additional vehicle?
- Extenuating circumstances.
- Can I have a cherished plate?

End of contract

- When do I stop paying for a contract hire vehicle that I have returned early?
- When do I stop paying for a vehicle which is at the end of its contract?
- Why have you charged me for wear and tear at the end of my contract?
- Why is VAT not included in an unfair wear and tear invoice?
- I would like to buy my vehicle.
- What happens if I exceed my contract mileage?

Vehicle order

- Q** When is my vehicle being delivered?
- Q** How can I amend my order?
- Q** How can I change delivery date/address of my new vehicle order?
- Q** Can I return my old vehicle to the supplying dealer at time of delivery?
- A** For all the above please contact your Broker.



Invoicing

Q After paying my initial rentals in advance why am I then being charged multiple monthly rentals?

- A** Arval invoice the initial rentals upon vehicle delivery. Depending on the timing there may be a gap before the vehicle appears on the normal monthly rental invoice. This could be for several reasons:
 - a) The delivery date is after our invoice production date. Our invoices are downloaded for production 4 working days before the invoice date to allow time for them to be dispatched. This means if your vehicle is delivered on the 27th of the month, it will not appear on the following monthly invoice.
 - b) If your account is new there can sometimes be a delay with the direct debit mandate being set up and accepted by your bank. In some instances this can result in more than one rental payment being taken to cover the previous monthly rental period. All rental periods are dated on the invoice. You become responsible for rental payments from the date of delivery.

Q Why am I being charged for additional road fund licence (excise licence/tax disc)?

- A** This charge or credit is for the difference between the road fund licence value at the point of quotation and any changes which occur during the lease, as the government annually amends road fund licence costs. Any changes to that value (whether charges or credits) will be passed back to you on the invoice run following the purchase of the road fund licence.

Q Why have you started billing me for a vehicle that wasn't on last months invoice?

- A** You are responsible for making payments of rentals from the point the vehicle is delivered and until it is returned.

During the contract life Arval bills for the vehicle in advance. However, when it reaches the end of the contract we revert to billing in arrears and automatically apply a pro-rata charge to the last rental based on the number of days you had the vehicle. This change means that the vehicle will disappear from your invoice before appearing again in arrears the month after. If you no longer wish to use the vehicle then please contact Arval and we will collect it.

Q Why has my monthly rental increased after my contract has ended?

- A** This occurs when you have paid additional rentals as an initial payment, but also continued to pay rentals throughout the whole contract. This means that the extra initial payment rentals act to reduce your monthly average. However, once the vehicle is outside of the contract, the monthly rental will revert to the higher amount that would have been applicable if the additional rentals hadn't been in place.

Q When will my direct debit be taken?

- A** Rental invoices include total rentals payable for all vehicles for the relevant period and any other charges or fees for vehicle related services. Please note invoices are:
 - Sent on a monthly basis
 - Despatched on or near the 1st of each month
 - Paid within 15 days of the date of invoice
 - Direct Debit is taken between 15-17th of each month



Maintenance (if selected)

Q I have elected to take Arval's optional maintenance policy. What is covered in this scheme?

A Within the Arval Maintenance product, we cover all routine work that is due to occur during the vehicle's contract term (based on manufacturer guidelines).

This will include:

Routine servicing, maintenance, repairs, tyres*, batteries, breakdown cover, exhaust and any worn items.

Work not covered includes:

Glass/windcreens, accident damage, driver abuse, damage and replacement as a result of neglect. These charges will be billed via a vehicle services invoice.

* Arval has a Fair Play policy on car tyres. This means that damaged tyres will be replaced inside the maintenance budget on cars. Replacements in the event of abuse, neglect, theft or vandalism will be recharged.

Van charges:

Tyres replaced due to fair wear and tear will be charged inside the maintenance budget. Damaged tyres on vans will be recharged as a percentage based on the tread remaining.

0.0 mm – 3.9 mm	No Recharge
4.0 mm – 5.9 mm	25% Recharge
6.0 mm – 6.9 mm	50% Recharge
7.0 mm – 7.9 mm	75% Recharge
8.0 mm	100% Recharge

Q If I have a maintenance contract, at what point will Arval notify me of any charges?

A There is currently a £350 + VAT notification threshold. If the work is over this amount and a recharge is applicable, we will contact you.

Q What are my responsibilities regarding the maintenance of my vehicle?

A You must ensure the vehicle is serviced at the manufacturer's recommended service intervals, and any other occasions when faults arise. At all times ensure that the tyre pressures, oil and coolant levels and anti-freeze levels or similar matters are maintained to the manufacturer's specifications.

Ensure that a current MOT test certificate is obtained for the vehicle when this becomes necessary. If you are unsure as to the date of expiry please contact your customer services team. Please do not allow the vehicle to be used without a current certificate in force.

Service booking:

Q How do I book my vehicle in for a service or MOT?

A Contact our Arval Contact Centre on Tel: 0370 6004499. They will locate your nearest Servicing Garage at a date convenient to you.

Alternatively you can refer to Arval.co.uk / information for drivers / Book a Service.

Faulty vehicle:

Q What should I do if I experience an issue with my vehicle?

A If you are experiencing any technical issues with your vehicle i.e. warning lights, start up issues, concerns around warranty, please contact your Customer Service Team and select the relevant option. This will direct you to our Technical Team who can assist with next steps.

AdBlue:

Q Why Adblue?

- A Improving air quality is high on the political agenda. From September 2015, when the EU's Euro 6 emissions legislation came into effect, the majority of new diesel cars and LCVs will feature technology called Selective Catalytic Reduction (SCR). This uses a liquid called AdBlue to help reduce harmful nitrogen oxide (NOx) emissions from the exhaust.

Q What is AdBlue?

- A AdBlue is a non-toxic, non flammable, biodegradable additive that is 32.5% high purity urea, mixed with 67.5% ionised water.

Q What do drivers need to know about AdBlue?

- A Each vehicle's AdBlue tank will typically be filled during routine servicing but top-ups might also be required. If this is the case, Arval recommends visiting your local dealer or an approved Service Centre where it can be filled for you. Any charges will be onward billed.

Diesel Particulate Filter (DPF):

Q What is a Diesel Particulate Filter?

- A Most modern diesel vehicles are fitted with a Diesel Particulate Filter (DPF) which removes harmful soot from the exhaust gases before they enter the atmosphere.

Q How does the DPF work?

- A The DPF traps soot particles (particulates) that are produced in the exhaust gas. The DPF continues to do this until a predetermined level is reached. At this point it will promptly clean itself by heating up and burning off the accumulated soot particles. This process is known as DPF Regeneration.

Q How will the DPF affect me?

- A In order to carry out the regeneration, the DPF needs to reach and maintain a higher exhaust temperature than normal. Under most conditions, your car can do this unaided.

However, in some circumstances, it can't reach the required temperature (usually due to frequent short journeys or stop-start driving), in which case the driver is normally alerted by a warning light and/or a message appearing in the instrument panel, depending on the make and model of the vehicle.

Q What should I do if the warning light comes on?

- A Firstly, do not ignore it. If the light has come on, it does not necessarily mean there is a fault. It's simply telling you that the Diesel Particulate Filter on your car needs help in carrying out the DPF Regeneration.

To do this, you need to drive in a particular way to increase the exhaust temperature. Please refer to the driver handbook or contact your local dealer for specific guidelines relevant to the make and model of your vehicle.

Q Is there anything else I should know?

- A If the DPF needs replacing as a result of ignoring the warning lights or messages, the cost of replacing the DPF may not be covered by the manufacturer's warranty.

Breakdown:

Q What should I do if I breakdown?

- A Please contact the Arval Call Centre on Tel: 0370 6004499 who will be able to assist.





During your contract

Q Why have I been charged for replacement glass?

A The cost of replacement glass is not included in your rental. If you have contacted Arval regarding replacement glass, we will organise for our supplier to repair or replace your glass if necessary. This cost is then automatically billed on to you.

Q What do I do if I do not want Arval to arrange and invoice me for glass and require this to be managed by my insurance company?

A Please contact Arval and advise us if you would not like us to undertake any glass repairs or replacement. Arval will then update its systems accordingly. Thereafter, to avoid confusion, we request that you encourage your drivers to contact your insurer directly for any glass replacement or repair.

Q Should I inform Arval of any changes in contact details?

A To ensure that we are able to provide you with up to date information regarding your invoice or back up documents please ensure that you advise us of any change in address, contact details or email – please email this to brokercustomerservices1@arval.co.uk

Q How does Arval administer Penalty charge notices?

A When we receive a demand, which relates to the use of your leased vehicle, we will provide the party making the demand with the name and address that our records show. They will then contact you directly.

Where you are entitled to a discount period, it will restart from the date the demand is re-issued to you from the issuing authority.

Q How will we notify you of a demand?

A We will notify you, by email if we have a current email address, as soon as reasonably possible following receipt of the demand.

Please keep us up to date with your most current contact details.

Charges and fees:

In all cases we will charge you a standard administration fee of £12.50 + VAT for the extra time and work involved in processing demands relating to your leased vehicle.

There are some charge types that we must continue to pay on your behalf and re-charge to you.

These include: Congestion charges, Humber Bridge Toll, E-Flow and the M50 Toll. If you are a user of these you may opt for any of the following to ensure that we do not receive demands relating to your leased vehicle:

Congestion charges

Set up an auto pay account online via

tfl.gov.uk/modes/driving/congestion-charge/auto-pay?intcmp=2154#autopay

Pay online the day of travel or by midnight the following charging day using

<https://tfl.gov.uk/modes/driving/paying-the-congestion-charge-select-vehicle-26283>

Humber Bridge, M50 and E-Flow tolls

Pre pay online using the following websites:

Humber Bridge Toll

<http://www.humberbridge.co.uk/humbertag/faqs/payments.php>

E-Flow & M50 Toll

<https://www.eflow.ie/i-want-to/pay-a-toll/>

Travelling abroad:

Q What documentation do I need to take my lease vehicle out of the UK?

A It is a legal requirement to have the following documentation:

- VE103 Document
- Insurance Certificate
- Passport

Arval issue a VE103 document for all foreign travel which is an acceptable replacement for the registration document. There is a charge of £15.00 +VAT per certificate, which is valid for 1 year from the date of issue.

Arval require 14 days notice prior to travel.

Accident/Write off:

Q What should I do if I am involved in an accident?

A If you take the Arval Accident Management service, please call our Freephone No: 0370 6004499 and choose option 2.

Our team will then guide you through the process.

Contract terms:

Q Can I amend my contract terms?

A If you wish to review your contract mileage as you may exceed your allowance, or the contract Term, please contact your Account Manager or the Customer Services Team who will advise on the options available to you.

Additional vehicles:

Q What should I do if I would like an additional vehicle?

- A Please contact your Account Manager or the Customer Services Team who will confirm the process.

Extenuating circumstances:

Q I am unable to pay my lease charges i.e Serious Illness, Redundancy, unable to work.

- A Please contact the Customer Services Team who will be able to assist.

Cherished plates:

Q Can I have a cherished plate?

- A You can choose to have a private plate on a vehicle. If you wish to do so please contact your Customer Services team who will be able to assist with the completion of the certificate.

At the end of the contract if you wish to retain the plate you will need to arrange this in advance of collection. We require a minimum of 6 weeks to liaise with the DVLA to process your request.

The charges for this will be billed as follows:-

Private plate going onto an Arval Vehicle from a retention certificate £20.00 + VAT.

Private plate being retained £80.00 + VAT (DVLA charge £80.00 for 10 years to retain a private plate)

Private plate being transferred from Arval to Arval Vehicle or Arval to customers own vehicle £80.00 DVLA fee + £20.00 Arval admin fee.



We are committed to providing products and services of the very highest standards. If you feel that we haven't lived up to your expectations in any way, we would like to know so we can put things right for you.

We have made it easy for you to complain either by contacting us by phone, by email or by writing to us.

 **0345 266 5228**

 **brokercustomerservices1@arval.co.uk**

 **Arval UK Ltd, Whitehill House,
Windmill Hill, Swindon SN5 6PE**

End of contract



Q When do I stop paying for a contract hire vehicle that I have returned early?

- A Arval does not pro-rata final rental on an early termination. Therefore, you will be liable to pay for any full month's rental where you have had the vehicle for part of the month. Any future dated rentals will be credited if they have already been raised (due to billing periods) on the next available rental invoice.

Q When do I stop paying for a vehicle which is at the end of its contract?

- A You are responsible for making payments of rentals from the point the vehicle is delivered until it is returned.

If the vehicle has had the invoice issued for the final payment, the vehicle can be collected and will be treated as a normal termination. No rentals will be credited.

If the vehicle is returned after the contract end date, the rental invoices will revert to billing in arrears at the end of the contract and continue until the vehicle is collected by Arval's authorised supplier. Pro-rata billing will apply for the final month.

Arval will organise for the collection of the vehicle 3 working days after you tell us it is available and you no longer need it. Arval will not automatically collect the vehicle on the last day of its contract..



Fair wear and tear:

Q Why have you charged me for wear and tear at the end of my contract?

- A When vehicles are returned at the end of their contract, they should be in good condition for their age and mileage. Please note the following:
- All spare keys and the service book should be in the vehicle. The electronic safety features and devices must be in working order.
 - There should be no rust or corrosion on any part of the bodywork or trim of the vehicle.
 - The vehicle must be roadworthy and no warning lights should be illuminated.
 - The vehicle must have been inspected and serviced according to the manufacturer's servicing/maintenance schedule.

At the end of your vehicle's lease, Arval requires that the vehicle is returned in a condition which meets the BVRLA's fair wear and tear standard.

Details of this standard together with service and maintenance, vehicle accessories and MOT (if appropriate) requirements are outlined in a comprehensive 'Guide to Fair Wear and Tear' issued by the BVRLA. This can be viewed on the Arval website: www.arval.co.uk/drivers-information/BVRLA%20guidelines

If damage has occurred to the vehicle which is not fair wear and tear you are responsible for compensating Arval financially.

Q Why is VAT not included in a fair wear and tear invoice?

- A The charge is treated as compensation as Arval do not undertake the repair and therefore the charges are exempt from VAT. This charge is to compensate for the damage caused to Arval's vehicle. This is standard industry practice.

To avoid these costs being incurred at the end of the lease, you can have the damage repaired before the vehicle is returned to Arval.

Buying my vehicle:

Q I would like to buy my vehicle.

- A Please contact the Customer Services Team who will be able to advise on the options available to you, if applicable.

Excess mileage:

Q What happens if I exceed my contract mileage?

- A If you are within your vehicle contract please refer to the 'Contract Terms' section.

On the return of your vehicle on or after the contract term, Arval will calculate any over mileage at the agreed pence per mile rate. Any charges will be billed within 90 days from the date of your vehicle collection.

In addition if a vehicle is returned before the Contract Term, Arval may also charge for any excess mileage on the vehicle. This will be charged on a pro-rata'd basis by looking at the daily mileage allowance multiplied by the total number of days which the vehicle has been in service with the Hirer.



Direct Debit dates

Rental Invoices include total rentals payable for all vehicles for the relevant period and any other charges or fees for vehicle related services. Please note invoices are:

- Sent on a monthly basis
- Despatched on or near 1st of each month
- Paid within 15 days of the date of invoice
- Direct Debit is taken between 15 - 17th of each month.



Your contact details

E-mail Address

Telephone Number

Please remember to update us with your latest email address and telephone number as we need to keep in touch to notify you of things like:

- MOT dates
- duty of care
- fines
- manufacturer recalls.



If you have a question that hasn't been answered in this document, please contact our Customer Services team on:

Telephone:

0345 266 5228

Email:

brokercustomerservices1@arval.co.uk



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