

## Road Fund Licence

Your vehicle has road fund licence included for the duration of the contract. This is now handled electronically by our Maintenance Department and no tax discs are issued.

## Insurance

Your vehicle must be comprehensively insured at all times. If you have any doubts about your policy or extent of your cover, please refer to your employer before driving the vehicle.

## Traffic Offences

We are not responsible for the payment of any fines that may arise from the use of the vehicle including fixed penalty notices. If for any reason we have to process any documentation on your behalf we will charge your employer the costs incurred plus an administration fee.

## MOT Inspection

We will remind you or your employer that the vehicle is due for an MOT test if and when it becomes due. Please ensure the inspection is done prior to its expiry, to keep you road legal. Please send in the MOT certificate to us.

## Accidents and Thefts

Please refer to any guidance notes issued by your employer. All accidents or thefts must be reported to us as soon as possible and we will provide assistance in accordance with the arrangements made between us and your employer. You must inform the police if any persons have been injured, 3rd party property has been damaged and in all cases of theft of or from the vehicle. Do not admit liability to anyone and only make comment if necessary to the police.

## Overseas Travel

You should notify us of your intention to take the car outside of the UK at least three weeks before departure. We will need to know the dates of departure and return. You are strongly recommended to use the services provided by the motoring organisations since any costs etc incurred abroad will not be accepted by us.

## Vehicle Termination

You will be advised of the due termination date of your vehicle in advance. We will arrange collection of the vehicle at the same time.

### The vehicle should:

- ✓ Be legal and roadworthy
- ✓ Be free from damage, in line with the BVRLA guide
- ✓ Have a current MOT
- ✓ Include all of the equipment that was originally supplied with it (spare tyre, tow-bar, any tools, etc.)
- ✓ Be accompanied by keys, including spare keys
- ✓ Have been serviced in line with the manufacturer's requirements
- ✓ Have its fully stamped service book and any manuals
- ✓ Be clean and emptied of any personal effects



Guidance Notes 2016

**If you have any queries, complaints or in need of advice, please contact us.**

Email: [fleetservices@smc4cars.com](mailto:fleetservices@smc4cars.com)  
Phone: 02392 002002

### By post :

Southern Motor Contracts Ltd  
Unit B2, Endeavour Business Park  
Penner Road, Havant, Hampshire, PO9 1QN

**Maintenance Department  
Tel. 02392 002002**

**PLEASE KEEP WITH VEHICLE**



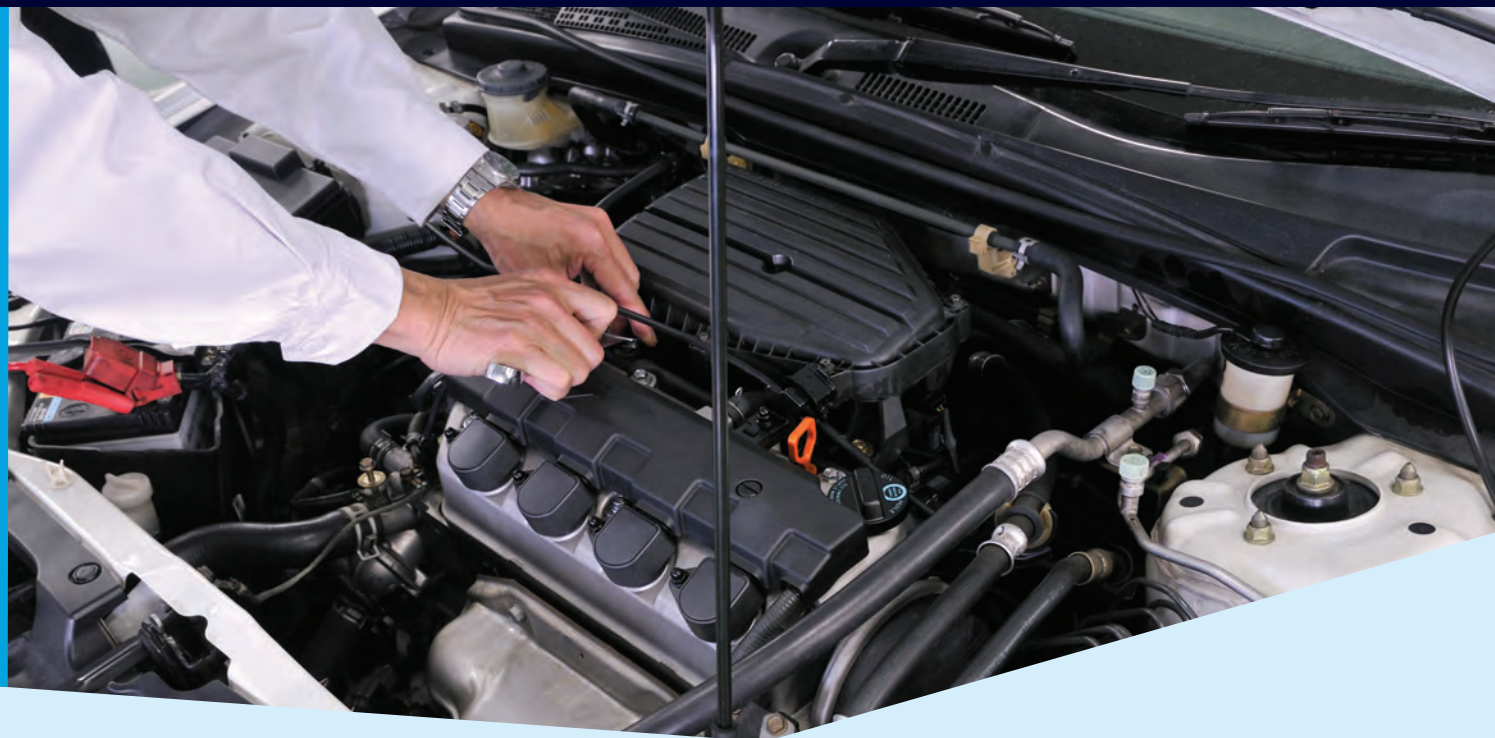
Southern Motor Contracts are privileged to have been entrusted with the management of your vehicle. The following information is intended to assist you in the safe and efficient operation of your vehicle and should be read in conjunction with the manufacturer's handbooks and any relevant documentation supplied by your employer. Some of the information may not apply. You should refer to your employer to ascertain the extent of the services provided.

## In the event of a breakdown

Please ensure before you make a call to the breakdown services you have the following:



1. Your name
2. Location of breakdown
3. Your employer's name
4. Nature of problem
5. Vehicle Make, model and reg number if known, membership number



<b>Alfa</b>	0800 269844	<b>Mazda</b>	0800 777179
<b>Audi</b>	0800 699999	<b>Mercedes</b>	0800 800644
<b>BMW</b>	0800 777111	<b>Mitsubishi</b>	0500 011922
<b>Citreon</b>	0800 800666	<b>Nissan</b>	0800 246820
<b>Fiat</b>	0800 0158762	<b>Peugot</b>	0800 838913
<b>Ford</b>	0800 111234	<b>Renault</b>	0800 0858005
<b>Honda</b>	0800 521728	<b>Seat</b>	0800 262622
<b>Hyundai</b>	0800 246833	<b>Skoda</b>	0800 526625
<b>Jaguar</b>	0800 246844	<b>Tesla</b>	0800 7569960
<b>KIA</b>	0800 0158762	<b>Vauxhall</b>	0800 553388
<b>Landrover</b>	0800 521786	<b>Volkswagen</b>	0800 777192
<b>Lexus</b>	0800 246866	<b>Volvo</b>	0800 246888

Only after expiry of this cover, please contact:

### SMC Breakdown Service

(AA) – 0800 424 151 please quote a/c number: 72912

Please tell the operator this is a pay on use account with Southern Motor Contracts.

## Service, Maintenance and Mechanical Repairs



All work has to be authorised prior to it being carried out. We are linked with all the main dealers and many of the small independent garages using the 1Link System.

To book a service, maintenance work or mechanical repairs please go to the website [www.smc4cars.com/driver-services/book-a-service/](http://www.smc4cars.com/driver-services/book-a-service/), alternatively, phone the garage directly and let them know it is an SMC vehicle.

### Tyres

We have national accounts with major recognised suppliers of tyres, exhausts and batteries. Please call the general numbers below for your local branch.

Supplier	Contact	Acc. Number
<b>ATS</b>	0800 601060	A00945033
<b>ATS Mobile</b>	0800 50505	As above
<b>Kwik Fit</b>	0800 425262	N6487M
<b>Kwik Fit Mobile</b>	0871 2222 888	As above

## General Information

Please remember that you are responsible for the condition of the vehicle and the safety of your passengers. You are advised to check your levels and tyre pressures regularly and ensure the vehicle is serviced according to manufacturer's recommendations.

### Temporary Replacement Vehicle

In some circumstances you may be entitled to a replacement vehicle whilst your vehicle is unavailable. If you do not have access to your own vehicle then please telephone us and we will advise you of any procedures that have been agreed.

### Glass

In the first instance, please contact your company to confirm whether you have windscreen insurance.

If there is no cover in place and you would like us to arrange replacement glass, please call:

#### National Mobile Windscreens

Tel. 0800 373171 a/c number: 175594

All glass replacement will be recharged.

### Tyres

Current legislation state it is a legal requirement to have a minimum tread depth of 1.6 mm. This is applicable to the central 75% of the tread width in a continuous band around the tyre.