



MF Fleetmanagement



Driver's Manual

National 24-hour assistance: 0800 0240 0240
International 24-hour assistance: +41 800 0240 0240

Welcome









This driver's manual contains important information and contact addresses that could be useful to you when using your vehicle.

You can find all the necessary directories and forms at the MF Fleetmanagement AG website under Driver Information: www.mf-fleetmanagement.ch.

Our **24-hour assistance (0800 0240 0240)** is available for any issues you may have with your vehicle, including reporting breakdowns and filing claims.

We hope you enjoy your vehicle and wish you a good and safe trip.

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Service Card

You can present the service card with your vehicle registration for electronic payment of all services included in your agreement at any authorized location.

The following services are listed on the service card, as agreed:

- 24-hour assistance (0800 0240 0240)
- Cashless refueling at gas stations
- Tire service
- Maintenance, service, and repair work
- Insurance
- Courtesy vehicle

Fuel
Cashless refueling at partner gas stations

bp, Shell, MIGROL, coop, AVIA, SOCAR, TAMOIL, AGROLA the swiss energy

Service limit of CHF 800 as an additional security factor

Client

MF Fleetmanagement

24h int. Servicecenter
00800 0240 0240

24-hour assistance
Call 0800 0240 0240

1234 5678 9876 5421

MUSTER AG
007497/ZH123456
REWA V E KM 1.2 07/10

Courtesy vehicle
Insurance
Maintenance, repair, and service work
Tires
Contract number and license plate number

Service card expiration date



Fuel, Lost or Damaged Service Card

Fuel

Each service card – **your choice of BP (incl. Routex network), Shell, Migrol, Coop, AVIA, Socar, Tamoil or Agrola**, – allows you cashless refueling and purchasing of vehicle-related items, provided these services are included in your contract.

Please enter the latest kilometer reading whenever refueling in order to ensure correct fuel reporting.

The service card is a credit card with a PIN code. Please always keep your PIN code separate from your card.

Loss and Damage

Please report a lost, defective, or stolen service card to the hotline immediately:

**24-hour assistance
(0800 0240 0240).**

Expenses for services that cannot be paid for with the service card because it has been lost or stolen, or because the card is defective, can be reimbursed if you submit the appropriate form and original receipts. The reimbursement form is on our website, www.mf-fleetmanagement.ch under Driver Information.

Gas station listings

- BP: www.bp.com
- Shell: www.shell.ch
- Migrol: www.migrol.ch
- Coop: www.coop-mineraloel.ch
- AVIA: www.avia.ch
- Socar: www.socarenergy.ch
- Tamoil: www.tamoil.ch
- Agrola: www.agrola.ch

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Service, Maintenance, Courtesy Vehicle

Service

The range of services includes all maintenance work prescribed by the vehicle's manufacturer or importer in accordance with the service manual.

Service and maintenance work must be carried out by authorized providers.

Maintenance

The range of services includes all work resulting from normal wear and tear. This excludes costs for tire repair and replacement due to improper handling of the vehicle or resulting from glass breakage, body damage from falling rock, or damage to superstructures or optional equipment.

You are responsible for: diligent vehicle maintenance, compliance with manufacturer's instructions for maintenance, load, allowable payload, and operation.

Damage resulting from a failure to comply with these provisions is your responsibility.

Courtesy Vehicle

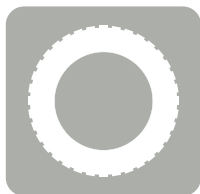
If your contract includes courtesy vehicle service, you will be provided with a rental car or a courtesy vehicle from an authorized repair shop on presenting your service card (the driver is responsible for reserving the courtesy vehicle). Maximum period of use: three days per calendar year, only in connection with servicing.

Tax Disk (Vignette), Car Wash



If your contract includes these services, you can pay for them with your service card (but not with the Agrola or Tamoil card).

Ask your employer's vehicle manager which services are available to you.



Tire Service

If your contract includes this service, you are authorized to get regular and/or snow tires and have them mounted with the service card. Professional mounting, balancing, storing, and disposal are included. Our tire partners are happy to provide further information about full wheel changes.

Please note that only the defined original tire dimensions may be mounted and that the number of tires is set in the individual leasing agreement.

The tires must be purchased from a partner in Switzerland selected by MF Fleetmanagement AG.

Our tire partners

- Adam Touring: www.adam-touring.ch
- Pneu Egger: www.pneu-egger.ch
- Euromaster: www.ch.euromaster.ch
- 4Fleet Group: www.4fleet.ch
- Agom: www.agom.ch
- First Stop: www.firststop.ch



Accidents, Roadside Assistance, Body Damage

Please contact our 24-hour assistance immediately in case of a breakdown or accident:

0800 0240 0240

Please follow the instructions provided.

Important Numbers

General emergency number (EU and CH)	112
Police (CH)	117
Ambulance (CH)	144
Fire department (CH)	118

You can find the directory of partner body shops and the claim form on our website, www.mf-fleetmanagement.ch, under Driver Information.



Vehicle Theft

If your vehicle is stolen within Switzerland, please report it to the local police. Please contact our 24-hour assistance immediately:

0800 0240 0240

If your vehicle is stolen outside of the country, please report it to the local police and Swiss police.

Please send a copy of the police report along with the claim form

by mail to info@mf-fleetmanagement.ch

or

by post to MF Fleetmanagement AG
Claims Management
Flughofstrasse 37
8152 Glattbrugg



Checklist for Vehicle Returns

When returning a vehicle, all spare tires must be inside the vehicle, including tires stored with a tire partner. Otherwise, the missing tires will be deducted from the vehicle's value.

Please note that you will be billed separately for costs arising from unloaded trips.

Checklist:

- ☐ Spare wheels and/or tires
- ☐ All keys
- ☐ Vehicle registration
- ☐ Service manual and operating instructions
- ☐ Software CDs for the navigation system (if built-in)
- ☐ Fuel cards
- ☐ Load compartment cover
- ☐ On-board tool kit
- ☐ Spare wheel / Tire-Fit Set
- ☐ Charging cable for electric vehicles



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Flughofstrasse 37

8152 Glattbrugg

Tel. 044 496 80 00

info@mf-fleetmanagement.ch

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