

# Driver guide

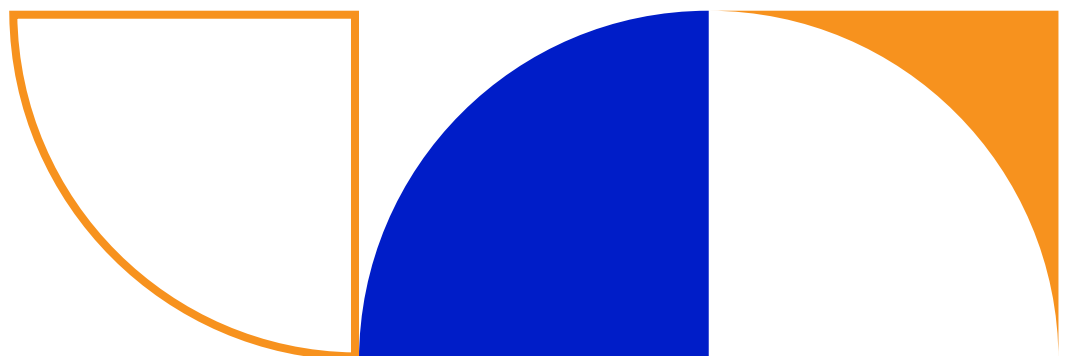


Congratulations! You have taken delivery of your shiny new vehicle and on behalf of everyone at SG Fleet, we wish you safe and happy motoring.

To help you get the most out of your new vehicle, we have pulled together this guide to provide you with the key information you need for your car with us.

We'd like to kindly remind you to always follow the law and the highway code when driving your vehicle. Please note that smoking or vaping inside the vehicle is not permitted.

We're glad to have you with us at SG Fleet.





Contact the driver helpline  
**0344 85 45 161**



**Option 1**  
If you already have a vehicle  
with us



**Option 1**  
**Breakdown**



**Option 2**  
**Accident Management\***



**Option 3**  
**Tyres**



**Option 4**  
**Servicing, repairs, MOTs and windscreens**  
You can also do this online visit [sgfleet.com/uk](https://sgfleet.com/uk)



**Option 5**  
**Foreign travel**  
You can also do this online visit [sgfleet.com/uk](https://sgfleet.com/uk)



**Option 6**  
**Consumer team**



**Option 2**  
If you want a great deal  
on a new vehicle



**Option 1**  
**Service booking**



**Option 2**  
**MOTs**



**Option 3**  
**Windscreens\***



# Breakdown



## What happens if a breakdown occurs with my lease vehicle?

Please contact our breakdown provider via the driver helpline 0344 85 45 161 using option 1, then option 1 – breakdown.

This will be managed by our service provider, utilising the complimentary manufacturer assistance programme if your lease vehicle is under warranty and where applicable.

When the breakdown provider arrives, they will assess the nature of the failure and advise on the necessary course of action.

## What happens if my vehicle is off the road?

Our agreement with the roadside assistance provider does not include the provision of a courtesy vehicle. Courtesy vehicles are a complimentary service provided by manufacturer or a dealership while the leased vehicle is off the road for servicing and or repairs, including breakdown events. These are not a like for like for replacement vehicle and are subject to availability.

Contact the driver helpline  
**0344 85 45 161**



Option 1 – Option 1  
**Breakdown**

# Accident management

Please note, this service is **only** applicable if you have opted for insurance provided by SG Fleet.

If you are involved in an accident, or need to make a claim, and insurance is provided by SG Fleet, please call the driver helpline on 0344 85 45 161 and select option 1, then option 2.

The team will talk you through the best steps to follow given your incident. If you have insurance provided by SG Fleet, all incidents, no matter how minor, must be reported to Accident Management.

If you provide your own insurance, please contact your insurance provider to follow the relevant accident management process as per your policy.

Contact the driver helpline  
0344 85 45 161



Option 1 – Option 2  
Accident management

Lloyd Latchford helpline  
01844 276498



Option 1  
Accident management

**We recommend you follow the process for contacting your insurance or the accident management company at the scene if you can do so. If not, please ensure you have the following information to hand, as you may require this as part of the insurance process.**



The full name, telephone number and addresses of all Third Parties and details of their insurers.



Please take pictures of the incident if safe to do so.



Vehicle registration number, make and model of all vehicles involved.



Make a note of the exact location of the incident. On a motorway note, the number of the nearest location post. You should note (i) the vehicle positions before and after the crash (ii) direction of travel of vehicles involved.



Keep a description of the other drivers, the number of passengers in each vehicle and sex/ages of all occupants.

# Windscreens

If your insurance is provided by SG Fleet, for windscreen replacements, please call the driver helpline on 0344 85 45 161 and select option 1, option 4, then option 3.

From there the team will be able to arrange your repair or replacement. Your insurance excess will be payable direct to the insurance provider.

If you provide your own insurance, please contact your insurance provider to arrange the repair or replacement.

If you are unsure on how your insurance is arranged, please call the consumer team on 0344 85 45 161 and select option 2 then option 6.

Contact the driver helpline  
**0344 85 45 161**



Option 1 – Option 4 - Option 3  
**Windscreens**



Option 2 – Option 6  
**Consumer team**



# Servicing

To book a service, you can either go through our website or call the driver helpline on 0344 85 45 161 and select option 1, option 4 then option 1.

We should point out that as the driver/hirer of the vehicle, it is your responsibility to ensure the vehicle is serviced at the manufacturer's recommended intervals by an authorised retailer or an SG Fleet approved repairer and, where applicable, that the vehicle has a current MOT certificate. You are also responsible for ensuring that the vehicle is always in good repair and condition and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

If your vehicle is not serviced and maintained in line with the manufacturer recommendations, there could be some wear and tear charges applied at the end of the lease. You are responsible for all consumables used outside the vehicles scheduled servicing (this includes (where applicable) fuel, AdBlue, top up oil, washer fluid, electric vehicle charging etc).

In some cases, the vehicle may have an indication light via the dashboard or manufacturer app to make you aware of when a service is due. If your vehicle does not have these options, please refer to the manufacturer handbook or call the service booking team at any time.

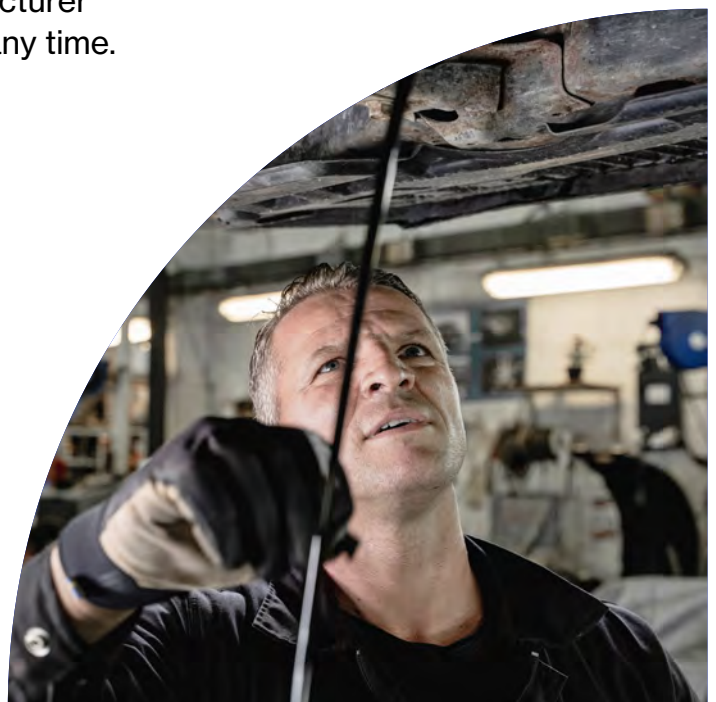
Contact the driver helpline  
0344 85 45 161



Option 1 – Option 4 - Option 1  
Service booking

You can also do this online.  
Visit [sgfleet.com/uk](https://sgfleet.com/uk)

[Book now](#)



# Servicing

## MOT

To book an MOT, you can either go through our website or call the driver helpline on 0344 85 45 161 and select option 1, option 4 then option 2.

An MOT test is not required in the first three years from the date of first registration.

When an MOT is required, you will receive either an email or SMS reminder approximately six weeks before your vehicle's MOT due date as long as you have provided us with up-to-date email/mobile contact information. It is your responsibility to ensure that the vehicle has a valid MOT, and the vehicle should not be driven if the MOT has lapsed. An MOT can be carried out a maximum of 4 weeks prior to the MOT renewal date.

## Tyres

For tyre replacements, you can either go through our website or call the driver helpline on 0344 85 45 161 and select option 1, then option 3.

Tyre replacements are covered under the vehicle contract for normal wear and punctures. Our tyre provider is Kwik Fit and they can be contacted through the driver helpline.

You can request a mobile Kwik Fit fitting service or arrange an appointment to drop into your local Kwik Fit centre.

In certain areas, a seven-day mobile service is available, however, this is not an emergency tyre fitting service and has to be pre-booked.

Please ensure that you have your tyre size to hand, you can find this on the side of the wheel.

If you have a roadside puncture, do not have a spare (or are unable to fit a spare) please refer to the breakdown assistance process.

In the case of damage, theft of or loss of a tyre, the replacement cost will be recharged to you.

The minimum legal tread depth is 1.6mm and under no circumstances should you drive your vehicle on tyres below the legal limit.

Contact the driver helpline  
0344 85 45 161



Option 1 – Option 4 – Option 2  
**MOT**



Option 1 – Option 3  
**Tyres**



**MOT or tyres**  
**Book online**

To arrange an online booking,  
visit [sgfleet.com/uk](https://sgfleet.com/uk)

[Book now](#)



# Foreign travel

If you wish to take your vehicle abroad, please call the driver helpline on 0344 85 45 161 and select option 1, then option 5.

You will need to speak to the team and request a letter of authority - form VE103 - prior to travelling abroad. Please apply at least 14 days before the date of travel and be aware that in peak periods it can take up to 4 weeks for this document to be processed. By calling this number you will be able to talk to our Foreign Travel team who will take you through the process of applying for a vehicle letter of authority (VE103). This document gives you formal permission to take the vehicle out of the UK and will be required at borders, ports or if stopped by local authorities whilst travelling.

You must inform your insurance company to arrange adequate insurance cover for the country you are visiting.



To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit [gov.uk/driving-abroad](https://gov.uk/driving-abroad)

[Find out more](#)

You are only able to take the vehicle outside of the UK for a maximum of 28 days in an 90 day rolling period.

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle may not be covered for breakdown or repair. You are strongly advised to check your level of breakdown cover on 0344 85 45 161, option 1, option 1 and if required, arrange additional cover for your trip.

**Contact the driver helpline**  
**0344 85 45 161**



**Option 1 – Option 5**  
**Foreign travel**



**Option 1 – Option 1**  
**Check your**  
**breakdown cover**

# FAQs



## Do I need to insure the vehicle?

You are responsible for insuring the vehicle appropriately with a fully comprehensive car insurance policy. It is also your responsibility to ensure only insured drivers operate the vehicle.

You may have insurance included in your lease with SG Fleet which means you do not need to arrange your own cover. If you are unsure please contact one of our friendly team members on 0344 85 45 161, option 1 followed by option 6, and they will be able to tell you.

## What happens in the event of fines and charges?

You are responsible for the payment of any fines or charges relating to your vehicle, e.g. parking fines, fixed penalty notices, traffic camera offences, congestion charges, etc. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee. We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

## How do I transfer a personalised number plates?

If you wish to transfer a number plate onto your vehicle, you must first gain authorisation from us by calling 0344 85 45 161, selecting option 1 and then option 6 to speak to one of our team.

To assign a cherished registration number, we will complete the process for you as we are unable to release the registration documents to a third party. The registration number will be assigned to the vehicle, there are no administration fees from SG Fleet to this service however, you will need to cover any costs that are received from the DVLA to avoid additional costs at contract end. Please allow two months for the process to remove a cherished registration plate.

If you do not arrange for the removal of your personalised number plate prior to our collection of your vehicle at the end of its contract, the vehicle will be sold with the number plate that it is returned with. In a number of cases it is now very difficult for us to spot a personal number plate and we accept no liability for the loss and replacement of your personalised number plate should you fail to legally unassign it from our lease vehicle.

# FAQs

## What happens at the end of the lease?

Within the final 6 months of your lease, one of our friendly team will be in touch to discuss your options regarding a new lease.

Our collection company will then contact you to confirm arrangements to inspect and collect the vehicle.

Please ensure that all documentation is available with inspection and returned with the vehicle as follows:

- Vehicle/ driver handbook
- All keys (including the master key/spare key)
- Satellite navigation memory card or disc (where applicable)
- All electric charging cables that the vehicle was originally supplied with

Ensure that you have disconnected the vehicle from any online vehicle applications as we are not responsible for any data you have put into the vehicles operating system (i.e. credit card information, personal contacts, diary, messages).

Please ensure all in car connectivity (in car applications) have all of your personal details deleted and that you have removed yourself from the vehicle.

We will also ask that you sign a formal report confirming the vehicle condition at the point of its collection from you. Your vehicle will be assessed against the BVRLA fair wear and tear guide which you can find below. Any damage or missing items that falls outside of these guidelines will be chargeable.



Your vehicle will be assessed against the BVRLA fair wear and tear guide.

[Find out more](#)

Your mileage will also be reviewed against your contractual mileage and if you have exceeded this, there will be excess mileage charge levied at the charge identified in your agreement (cost per mile).

## How do I know my vehicle has an up-to-date Road Fund Licence?

Every 12 months, we will automatically renew your Road Fund Licence (RFL) for you, as part of your contract. If you have a specific enquiry, please contact us on 0344 85 45 161 selecting option 1, option 6 to speak to an advisor.



You can also check your vehicles RFL and MOT status on the DVLA website

[Find out more](#)

## Can I fit non-standard equipment to my vehicle?

You should not make any permanent changes to the vehicle from new. Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by the BVRLA, and any electrical alterations or detailing must be restored to the original standard.

The costs to fit/purchase and maintain 'extras' are solely at your expense and risk. Should you decide to fit a non-standard item to the vehicle (at your risk) we recommend that any change is carried out by an approved/qualified installer and that they conform to all legal requirements.

If such a change invalidates the vehicle warranty (i.e. mechanical, paint) this is done so at your risk and any costs incurred as a result of this will be charged directly to you. By modifying the vehicle in any way from its delivered condition you accept all direct and indirect risks.

You have an obligation to inform your vehicle insurer if the vehicles is not of standard construction.

# FAQs

## Can I amend my contract as my circumstances have changed?

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please contact us on 0344 85 45 161 and select option 1, option 6 to speak to our team.

## Can I just turn up to a Kwik Fit centre and have my tyres fitted?

You may be fortunate in that your vehicle has a common tyre size/profile and that all Kwik Fit centres hold a good stock of these for emergency purposes (i.e., flat tyre/slow puncture). However, the increase in electric vehicles has seen a growing use of specific tyres for individual vehicles and this is becoming more common. As a result, it's difficult to hold a stock of all the tyres required at any one time and Kwik Fit operate a pre-book service for tyres (i.e., tyres that are wearing low) a mobile service (which is normally within 48hrs) and a drive in service. However, if you arrive unannounced you may have to wait for your vehicle to be attended to and the tyres may need to be sourced from one of Kwik Fit's local hubs.

## My lease vehicle has developed a fault, what happens next?

You will need to book an appointment to take the vehicle to your nearest approved dealership to allow them to inspect the vehicle.

This can be arranged via our driver helpline 0344 85 45 161, select option 1, then option 4, followed by option 1.

## What should I use the vehicle in a low emission zone?

If you use your vehicle in low emission zones, it is your responsibility to read and understand the process for doing so. It is likely that if your vehicle attracts reduced or nil charges, that it has to be registered with the relevant authority in advance. If you need any documentation from SG Fleet to be able to do this, please call the driver helpline and select option 1, option 6.





# Want to find out more?



We're here to help and advise with any guidance you might need, so please contact us:

Email [consumer@sgfleet.com](mailto:consumer@sgfleet.com)  
or call 0344 85 45 161

