



On the road
with your
lease car

Advice, tips and guidelines for use and maintenance

Congratulations on your new lease car!

We wish you lots of fun with your car!

Maybe you already know us because you have driven a Multilease car before, or maybe you are just getting to know us. With this document, we will help you on your way! It contains useful tips, advice and guidelines for the use and maintenance of your new car. You can also read what you can and may expect from us when using your lease car.

Read the document carefully, because it is part of the agreement between you and/or your employer and Multilease. Its contents will undoubtedly take away any questions you may have and prevent you from incurring unnecessary costs.

Do you still have questions after reading this document? We will be happy to get to work for you. [Here](#) you will find our contact details and the Multileaser to whom you can ask your question. Or send an e-mail to welkom@multilease.nl. We will make sure that you get an answer to your question as soon as possible. You can also call us on weekdays on 088 - 088 0525. We are available from 8 a.m. to 5.30 p.m.

Tip: Download the app 'Multilease | Voor leaserijders' (only in Dutch). This way, you always have the information available and you can also consult it on the road. In the app, you will find even more useful tools for your lease car. Read more on [our website](#) (in Dutch).



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The contents of this document were created with the utmost care, faults however can be made. Multilease cannot be held liable for any damage that could arise as a consequence of the contents of this document

Your lease car

A new car! What can you expect at delivery, what about the vehicle registration certificate, green card and fuel or charge card? Below you can read about the first things you will have to deal with. If you have any questions, let us know!

Delivery

For the delivery of the car, you make an appointment with the dealer. Commissioned by us, your lease car will be equipped with:

- (digital) Instruction manual
- (digital) Service book
- Spare key or code card
- Warning triangle
- Set of floor mats
- Safety vest

Instruction manual, how does the car work?

The (digital) instruction manual explains how everything works and how you should use the car. Our tip: read it carefully after delivery. It will help you get to know the car, which is safer and can prevent inconvenience and unnecessary costs. Do you have a paper version? Keep it in the car, so you can refer to it if you have any questions on the road. Do you still have questions about certain functions of the car? Ask your dealer or let us know!

Service book, for keeping track of maintenance

The service book keeps track of the maintenance of your car by the brand dealer:

- You can have maintenance carried out by any official dealer of your lease car's make in The Netherlands. A number of tyre fitters are available for the repair and replacement of tyres. Click [here](#) for more information about maintenance.
- Not having maintenance carried out on time can result in dangerous situations. It may also result in rejection of claims for warranty or goodwill. Any costs incurred as a result of rejection due to overdue maintenance will be recovered from you or your employer.

Vehicle registration certificate

You receive the vehicle registration certificate directly from the RDW (National Vehicle and Driving Licence Registration Authority). The certificate is sent to your home address within three working days of delivery. If we do not have your address, you receive the vehicle registration via your employer. Registration certificate lost or stolen? Read [here](#) what you should do.

Green card and insurance policy number

Green card and insurance policy number If your car is insured via Multilease, you receive the green card by e-mail. You always have this green card at hand with the app '[Multilease | Voor leaserijders](#)' (in Dutch), which contains a digital, up-to-date version. The card states the policy number under which your car is insured and in which countries the insurance cover is valid. Please take due note of this.

If the car is not insured via Multilease, the green card will be issued by another insurer.

Tip: If you are driving abroad, it is wise to carry your green card with you. Download it and keep a copy in your glove compartment so you always have the insurance details available.

Filling up or charging your lease car

You find your car's fuel type at the back of the vehicle registration certificate behind 'brandstof' (fuel). If you do not fill up or charge in time or if you use the wrong type of fuel, be aware that all the costs arising from this will be passed on in full to you or your employer.

Note: Petrol in a diesel system can cause very serious damage. If you filled up with the wrong fuel, do not start the car, but contact Multilease immediately (088 - 088 0570).

Fuel card or charge card/charging fob via Multilease

Did you choose a Multilease card for refuelling or charging your lease car? Then you also receive this card at home as soon as possible, within two working days after delivery of the car. Instructions on how to use the card can be found in the letter that comes with the card and/or fob.

The fuel card allows you to fill up at almost all filling stations in the Netherlands. If you have an international variant, you can also fill up at places abroad.

With the national charge card or fob, you can charge at all public charging stations in The Netherlands. You can view these and their rates on the [MTC app](#). With the international charge card you can also charge your car abroad.

Unable to charge at a charging point? Or are you having problems with your Multilease charge card or charging fob? Find your question using the [search function](#) (in Dutch) or contact us via 088 – 088 0525.



Tip: Find out in advance where you can charge on your route or at your final destination. Also bear in mind that the charging stations may be occupied or broken down. Are you going abroad? Read more about [charging abroad](#) (in Dutch) on our website.



Claiming fuel or charging costs

Have you not yet received your card and/or fob, but already need to refill or charge? Or is your card not working, have you lost it or is the petrol station out of order? No problem, you can claim these costs. This can be done via the app or the Driver Dashboard of MultiTankcard (the card supplier).

In order to charge, you can make use of the charging stations of the Fastned network (fast charging stations). You will need the Fastned app, to which a credit card or bank account must be linked. You can then claim these charging costs via the app or the Driver Dashboard of MultiTankcard (the supplier of the charging card). Upon receipt, link your card or fob to your Fastned account. The costs for charging will then be settled immediately.

Contact. If you have any questions about invoicing, please contact our [Contract Administration department](#).

Maintenance, repair and tyres

Your car needs regular maintenance. When this is due is often indicated by the car itself. You receive the message because you have driven x number of kilometres or x number of days in the car. Does the car not indicate this itself? Look in the instruction manual or make an appointment for a first service after 2 years or, if earlier, at 40,000 kilometres. Is interim maintenance required or do you have a maintenance question? Please contact our [Maintenance department](#) so that they can help you.

Maintenance and repair appointments only with the brand dealer

You can make an appointment for maintenance directly with the brand dealer in your area. The maintenance of your lease car must be carried out entirely in accordance with the factory schedule by [an official dealer of your brand of lease car](#) (in Dutch). Does the dealer have no time? Please contact us so that we can help you further. If a repair is related to damage, loss or careless use, you (or your employer) must first report this to Multilease. (see: [Damage](#))

Washing, polishing etc.

Washing, polishing, cleaning the interior and storing the car must be done by yourself and is not chargeable to Multilease.

Tyres

Is there something wrong with the tyres of your lease car? Have these checked and/or replaced by a [Multilease approved tyres specialist](#) (in Dutch). The minimum tread depth for replacement is 2 mm for summer tyres and 4 mm for winter tyres. Premature replacements, for example in the case of a collision or a tyre that cannot be repaired responsibly, are considered damage and treated as such, depending on the tread. A tyre that can be repaired will be repaired at our expense.

Winter and summer tyres

Are winter tyres part of your lease contract? You will receive a reminder from us every autumn and spring to have your tyres changed. You must make an appointment with the tyre specialist where your car's winter or summer tyres are stored. [Read more about the tyres changes](#) on our website (in Dutch).

Tip: Plan the tyre change in advance. Waiting times can quickly mount up, especially if there is a sudden change of weather. Anticipate this and make an appointment well in advance to change to summer or winter tyres!

Odometer

A defect in the odometer must be reported immediately to the [Maintenance department](#) and repaired as soon as possible. The kilometres driven when the odometer is not functioning are determined by mutual agreement.

Periodic Technical Inspection (PTI)

It may happen that your lease car has to undergo a PTI (APK – Algemene Periodieke Autokeuring). Cars that run on petrol or have an electric motor will have their PTI for the first time at the age of 4 years and cars with a diesel or natural gas engine will have it after 3 years. You or your employer will receive a reminder from us in time to have the PTI carried out. Multilease cannot be held liable for any consequences arising from failure to have the car checked in time.

Tip: If possible, combine the PTI with a service. That saves another trip to the dealer.

Damage

Nobody wants it, but it can still happen to you: damage to your lease car. Below you can read what to do in case of damage, even if the car is not insured via us:

1. Get yourself and others to safety and, if necessary, call the emergency services. In case of immediate assistance, you can contact us 24 hours a day via 088 - 088 0570 (on Mondays to Fridays our staff is available from 8 a.m. to 5.30 p.m.. Outside opening hours, you will be assisted by the Multilease Emergency Control Centre).
2. [Report the damage](#) (with or without the counterparty) within 24 hours via our website (in Dutch). Enclose a scan or photo of the completed claim form and photos of the damage. Or call our [Damage department](#) during opening hours.

Damage caused by unknown counterparty (guarantee fund)

If you find your car with damage that was caused by another unknown motor vehicle, you must immediately report this to the police. We advise you to track down witnesses who have seen that your car was left behind undamaged and was not moved in the intervening period. If there are at least two valid witnesses, there is a good chance that the damage can be recovered from the guarantee fund. If Multilease has been able to recover the damage from the guarantee fund, any excess charged will be credited.

Damage repair

1. After you have reported the damage, we will determine together with you if, and at which repair shop selected by Multilease you can have the damage repaired.
2. Repairs are not carried out until you have reported the damage to Multilease.

Windscreen damage

Does your car have windscreen damage? Then call us on 088 - 088 0570. A chipped windscreen must be repaired quickly to prevent a full windscreen replacement. You do not have an excess for a windscreen repair, but you do have an excess for a windscreen replacement in most cases.

Tip: Is there a counterparty? Always fill in a claim form together (front and back) and sign it both. Take photos of the situation and note the details of witnesses, if any. Add a scan of the form to your notice of claim. Keep the original claim form. If any information is missing, the insurer can request it directly from you.



Theft or loss

If someone steals your lease car or breaks into your car, it is of course extremely annoying. Does it happen to you? Then take the following steps.

Car stolen

Inform Multilease immediately if your lease car is stolen by calling 088 - 088 0570 (24/7). In addition, please report the theft as soon as possible by telephone to the Stolen Vehicles and Transport Crime Report Desk (Aangifteleket Gestolen Voertuigen en Transportcriminaliteit) via 088 - 00 87 444. The desk is open all week from 7 a.m. to 5 p.m. The sooner you call, the greater the chance of recovering the car!

Burglary

Has your car been broken into? Multilease is available for you 24/7. Call us on 088 - 088 0570 or [report your damage](#) via our website (in Dutch). Also report the burglary to the police.

Car keys lost or stolen

Please report immediately if a car key is missing or stolen via 088 - 088 0570 (24/7), in connection with securing the car if possible. Never leave keys in public places where third parties have free access to them and always store them in a safe place.

Tip: A car key can also be skimmed nowadays. Do not keep the key near the front door. To prevent skimming, special covers are available that are equipped with the RFID technology.

Blocking fuel card or charge card/fob

Block the fuel card or charge card/fob immediately if it is lost or stolen. Do you have an account with MultiTankcard, via the app or the Driver Dashboard? Then you can block the card here immediately (24/7). On working days, you may also block the card by calling Multilease on 088 -088 0525. We will make sure you receive a replacement card. You can find [more information about blocking your card or fob](#) on our website (in Dutch).

Lost or stolen number plates and/or vehicle registration certificate

If the number plate and/or the vehicle registration certificate have been lost or stolen, please report this immediately to us on 088 - 088 0570. We will advise you what you can do.

Note: You can also report the loss of your vehicle registration certificate to Multilease via [our website](#) under 'Kentekencard' (in Dutch).



Assistance in case of breakdown and/or damage

For immediate assistance, you can always contact Multilease, 24 hours a day. You can reach us at +31(0)88 - 088 0570. During office hours, you will be assisted by one of our employees. Outside office hours, you will be assisted by the Multilease Emergency Control Centre.

Within The Netherlands

If the lease car can no longer be driven due to a breakdown or damage and the driver or any other passengers are unable to continue driving the car, you are entitled to the following assistance:

1. On-site repair, if this can be responsibly carried out by the emergency service called in.
2. Salvage and transport of the lease car and any trailer to a destination to be specified by the Multilease Emergency Control Centre.
3. Transport by taxi of the driver and any other passengers (including the luggage) to an address in the Netherlands to be specified by the driver.
4. Arranging for or providing an [alternative car](#).

Tip: Hit the road well prepared, have you thought about supplementary travel insurance?

Outside of The Netherlands

Outside the Netherlands, you are also entitled to assistance in case of breakdown or damage. This assistance is provided as follows:

1. If technically responsible, having an emergency repair carried out so that the journey or return journey can be continued.
2. Transporting the lease car and/or trailer to an address in the Netherlands to be determined by the Multilease Emergency Control Centre. If repatriation of the car is not economically viable, the Multilease Emergency Control Centre will arrange for its import and possible destruction in the country concerned. What will happen to the trailer in that case depends on the driver's wishes. In any event, if the car is imported, the driver is entitled to alternative transport of travel luggage to The Netherlands.
3. If, based on the above, the return journey is not made with the lease car, the driver and any other passengers are entitled to reimbursement of the following costs:
 - a. Taxi to the nearest railway station;
 - b. Train - 2nd class - to the railway station in the Netherlands nearest to the place of destination.



Alternative car

Please check your lease contract if and when you are entitled to an alternative car during maintenance, repair, breakdown or damage repair. It is also indicated if this is only applicable in the Netherlands or also abroad. The costs of an alternative car are chargeable to Multilease if this is included in the lease contract and if we have given permission for alternative transport. If the car is ready in one day, the costs of an alternative car are chargeable to you or your employer!

Tip: Inform the dealer or repairer in advance if you want to use an alternative car, so that they can take this into account.

Filling up the alternative car

Do you drive an electric lease car and get a fuel car as alternative transport? With your own Multilease combination card, you can charge and fill up in the Netherlands. If you are unable to pay using your charge card, you may claim the fuel costs incurred afterwards.

Note: Check the alternative car for damage before you take it home and report any damage immediately to the rental company. Always sign off the car yourself and have it filled up upon returning to the rental company. Ask for a log-off code and/or name and make a note of it. If the car is returned in an incorrect way and/or too late, this can result in additional costs. These costs will be charged to you or your employer.

Alternative car outside The Netherlands

In most cases, the Multilease Emergency Control Centre can arrange for an alternative car abroad. What you are entitled to and which costs are covered, depends on the agreements made with your employer. Coverage is usually for a limited period. The Multilease Emergency Control Centre will provide the desired assistance based on the situation and in consultation with you.



Insurance of the lease car

Depending on the type of lease contract, the lease car can be insured in two ways:

1. Insured via Multilease

The insurances for your lease car are included in the lease contract. The policy terms and conditions form part of the basic agreement and are available for inspection at your employer. In case of a non-recoverable hull damage, a standard excess applies per event which is charged to the employer.

2. Not insured via Multilease

If the car is not insured via Multilease, you should be aware of the conditions set by your employer and its insurer. The services and assistance for damage mentioned in this manual are not applicable in this case. Multilease will always provide assistance if requested. Any costs resulting from this are not covered and will be charged to you or your employer.

Returning the lease car

Is the end of your lease contract in sight? One month before the end of the contract, you will receive the information on returning the car. You can also view [this information](#) on our website (in Dutch).

The condition of the lease car will be assessed when it is returned, and it will be determined whether any damage to the car is considered acceptable wear and tear or constitutes damage. Please [download the collection protocol](#) for examples of these damage via our website (also available in English).



Miscellaneous

Fines etc.

Multilease sends fines for traffic violations and parking tax assessments to you or your employer.

Tip: In the app 'Multilease | voor leaserijders' (in Dutch) you find an overview of the fines. Go to [our website](#) for more information. Do you disagree with the fine? Then you can easily object via the app.

Invoices

In some cases, costs may be incurred that cannot be invoiced directly to Multilease. Think for example of maintenance, repairs or damage repair abroad. In consultation, the costs incurred can be claimed from Multilease by means of the claim form intended for this purpose. Please note that the invoice must be in Multilease's name. You can download this form from [our website](#) (also available in English).



We will work for you!

Every weekday, the Multilease team is there for you and other lease drivers! If you have any questions, we will help you get back on the road quickly. We trust that the contents of this document will contribute to safe and carefree driving of your lease car. Should you have any additional questions, please consult the [search function](#) (in Dutch) on our website. Or ask your question directly to the right department.

Our contact details

Office: 088 – 088 0525

Service: 088 – 088 0570 (24/7)

@. welkom@multilease.nl

Contract Administration department

T. 088 – 088 0525

@. contractmanagement@multilease.nl

Contact us with questions about:

- Driver authorisation
- Fuel card or charge card/fob
- Green card
- Vehicle registration certificate
- Lease contract
- Temporary car/ short lease car

Accounts receivable management department

T. 088 – 088 0525

@. debiteurenbeheer@multilease.nl

Contact us with questions about:

- Payments
- Invoices
- Collection

Finance department

T. 088 – 088 0525

@. finance@multilease.nl

Contact us with questions about:

- General financial questions
- Fines

Purchase department

T. 088 – 088 0525

@. inkoop@multilease.nl

Contact us with questions about:

- Delivery of the new car

Return department

T. 088 – 088 0525

@. inname@multilease.nl

Contact us with questions about:

- Final settlement of contract
- Return of the car
- Vehicle return report

Maintenance, repair and tyres department

T. 088 – 088 0570

@. onderhoud@multilease.nl

Contact us with questions about:

- All types of tyres and exchange
- Maintenance or repair in the Netherlands or abroad
- Car breakdown
- Recall campaign

Sales department

T. 088 – 088 0525

@. sales@multilease.nl

Contact us with questions about:

- Bicycle leasing
- Charging stations
- Lease products and services
- New lease cars
- Offers

Damage department

T. 088 – 088 0570

@. schade@multilease.nl

Contact us with questions about:

- Claim-free years overviews
- Windscreen damage
- Repatriation
- Damage reports in the Netherlands and abroad
- Insurance