

Arval Assistance: Information and Terms and Conditions

Contact details:

- +32 (0)2 245 73 72
- Available 24/7, 365 days a year
- Both in Belgium and abroad (sometimes abroad is an option)
- Available via My Arval App

When should I call on Arval Assistance?

- If the vehicle is immobilised in the event of a breakdown, damage or an accident
- Glass breakage that makes it impossible to continue the journey
- Vandalism making it impossible to continue the journey
- Theft or attempted theft, making it impossible to continue the journey
- Theft of a number plate or other items that prevent the journey being continued by law
- Natural disasters resulting in immobilisation of the vehicle (provided the assistance staff can intervene normally and without placing themselves in danger)

Assistance in Belgium

- Intervention of a roadside attendant within the hour (on average) with a view to a temporary or definitive repair on site. An attempt to make the vehicle mobile again.
- A towing service: The driver may indicate the authorised Arval repairer to which the vehicle may be towed (near their home or work address or the location of the incident). If the repair is estimated to take more than two hours, Arval Assistance will provide a replacement vehicle (Category A: Corsa or Category B: Astra).
- The replacement vehicle will be provided for a maximum of five days. After five days, we will revert to the contractual terms the customer agreed with Arval. If a replacement vehicle is included in the contract, the vehicle will be extended automatically. If a replacement vehicle is not included, the driver must return the vehicle after five days, or Arval will require the customer's consent for an extension.
- The replacement vehicle can be left with the repairer. Arval will arrange for Arval Assistance to collect the replacement vehicle.
- The replacement vehicle must be returned in the condition in which it was received and with the same amount of fuel.
- A replacement vehicle is covered for the following types of insurance:
 - civil liability
 - material damage
 - theft
 - glass breakage
 - legal assistance
 - driver's insurance
 - Assistance.
- Arval Assistance has relationships with its partners that mean that the driver will never have to pay for the various services in advance.

Assistance abroad

Coverage: Albania, Andorra, Austria, Bosnia and Herzegovina, Bulgaria, Corsica, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France (mainland), Germany, Grand Duchy of Luxembourg, Greece (mainland), Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Macedonia, Malta, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal (mainland), Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (excluding the Canary Islands), Tunisia, Turkey (Europe and Asia), Sweden, Switzerland, United Kingdom, Vatican City.

If the car breaks down in Turkey or Morocco, local legislation makes it impossible to have the car repatriated to Belgium without the driver. Upon arrival by car in these countries, the driver is bound to the car. This means Arval must request a release from the country's embassy in Belgium, which may lead to significant delays in repatriating the vehicle.

- Intervention of a roadside attendant within the hour (on average) with a view to a temporary or definitive repair on site. An attempt to make the vehicle mobile again.
- Towing of the vehicle to an authorised Arval repairer (usually an official dealer network) if the vehicle is immobilised and an on-site repair is not possible.
- A category B replacement vehicle (type: Astra) for a maximum of five days if the vehicle cannot be repaired on site or immediately by a repairer. If a Category B vehicle is not available, a Category A vehicle will be provided.

After five days, we will revert to the contractual terms the customer agreed with Arval. If a replacement vehicle is included in the contract, the vehicle will be extended automatically. If a replacement vehicle is not included, the driver must return the vehicle after five days, or Arval will require the employer's consent for an extension.

If the driver wishes to upgrade the replacement vehicle category, they may do so subject to receiving the customer's consent. Any additional costs will be charged to the customer.

- In the case of a replacement vehicle:
 - o The driver will be transferred to a depot by the breakdown service or by taxi, where the replacement vehicle is made available.
 - o If abroad, the driver will be taken to the depot providing the replacement vehicle and must then travel to the repairer.
 - o Need for a higher category of replacement vehicle: Please contact Arval to see whether a higher category is included in the contract. If not, Arval must obtain the customer's permission to charge any additional costs. This will allow Arval to arrange an exchange if necessary.
 - o The replacement vehicle must be returned in the condition in which it was received and with the same amount of fuel.
 - o A replacement vehicle is covered for the following types of insurance:
 - civil liability
 - material damage (abroad: in accordance with the conditions set out by the rental agency abroad)
 - theft
 - glass breakage
 - legal assistance
 - driver's insurance
 - Assistance.

On-site repair:

Arval Assistance will follow up the repair with the garage or the tyre or glass specialist so as to provide Arval with all information relating to the damage, the estimates and the duration of the repairs. Arval Assistance authorises the repairer to draw up a diagnostics report. Arval Assistance will then contact Arval for further processing of the repair.

Repatriation:

It is our intention to have as much minor damage repaired on site as possible.

If the estimated duration of the repairs communicated by the garage is more than five calendar days (unless the driver expressly requests to have the repairs carried out on site if this is possible during their stay), if the cost of the repairs is too high or if Arval does not agree with the repair because the cost estimate provided by the garage does not correspond to the market price (Arval will provide the supporting documents upon request from Arval Assistance), repatriation of the vehicle to a garage in Belgium will be organised.

If the actual repair takes longer than the estimated duration initially provided and the driver is no longer on site upon completion of the repairs, Arval Assistance will organise and pay for the repatriation of the vehicle.

If the vehicle is repaired abroad and the beneficiary is still at the destination and is driving a replacement vehicle, the driver must have their repaired vehicle collected and return the replacement vehicle to the rental office designated by Arval Assistance.

Vehicle broken down on the way to the destination

If the vehicle can be repaired on the same day, the driver and passengers must wait until the repair has been completed.

If the vehicle cannot be repaired on the same day:

- If the driver prefers to wait until the repair has been completed, Arval Assistance will book a hotel for the driver and passengers on a per night and per person basis, for a maximum of five nights and with breakfast included.
- If the driver opts for repatriation, Arval Assistance will arrange for the driver, passengers and luggage to be repatriated to Belgium. Repatriation will take place by train if the distance is less than 1,000 kilometres, and by air or by train if the distance is greater than 1,000 kilometres. The repatriation may take place by taxi if the cost is lower than the cost of travelling by air or by train. The driver may also opt for a Category B replacement vehicle at any time (type: Opel Astra) that is made available to them for the time required to return to Belgium.
- If the driver opts to continue their journey, Arval Assistance can arrange for the onward travel of the driver, passengers and luggage to their destination. Onward travel will take place by train if the distance is less than 1,000 kilometres, and by air or by train if the distance is greater than 1,000 kilometres. If the repatriation of beneficiaries is organised by air, the repatriation of luggage by air will be limited to one item of luggage per person, within the limits imposed by the airline.
- Onward travel may take place by taxi if the cost is lower than the cost of travelling by air or by train. A replacement vehicle will be made available when the driver arrives at their destination. The driver may also opt for a Category A or B replacement vehicle at any time (Category C for VIPs) to continue their journey; this will be made available to them for the time required to return to Belgium or until the repairs have been carried out on site. In the latter case, the driver shall use their replacement vehicle to collect their repaired vehicle or Arval Assistance shall offer a first-class train ticket or a plane ticket in economy class (if the distance is greater than 1,000 kilometres) for a single beneficiary to go and collect the repaired vehicle.

Vehicle breakdown at the driver's destination

If the vehicle can be repaired on the same day, the driver and passengers must wait until the repair has been completed.

Vehicle broken down on the way back to Belgium or if the driver knows that they must leave their accommodation before the repair has been completed

If the vehicle is immobilised on the way back to Belgium or if the repair of a defective vehicle cannot be completed before the driver has to leave their accommodation, Arval Assistance will automatically arrange the repatriation of the driver, passengers, luggage and vehicle. In such a case, Arval Assistance prefers to use a replacement vehicle (< 1,000 kilometres). However, repatriation may also take place by train if the distance is less than 1,000 kilometres, and by air or by train if the distance is greater than 1,000 kilometres. The repatriation may take place by taxi if the cost is lower than the cost of travelling by air or by train. If the repatriation of beneficiaries is organised by air, the repatriation of luggage by air will be limited to one item of luggage per person, within the limits imposed by the airline.

Transport of beneficiaries to and between the various service points and accommodation

Where necessary, Arval Assistance will organise and pay for the transport of the driver, passengers and luggage between their location (place of intervention, hotel, airport, garage, etc.) and the location of the subsequent service (airport, train station, hotel, replacement vehicle rental office, etc.).

If the driver has to wait until the next day to use the subsequent service or to collect their replacement vehicle, Arval Assistance will book an overnight hotel stay for the driver and passengers, with breakfast included. A hotel will also be booked if the intervention takes place overnight (between 10 p.m. and 6 a.m.) and the vehicle cannot be repaired by the breakdown service on site.

Provision of a replacement vehicle

If Category B is unavailable, a replacement vehicle in Category B (type: Astra) or Category A (type: Corsa) will be offered by Arval Assistance for the duration of the repairs if the driver remains on-site until the repairs have been completed or until they are due to return to Belgium.

The beneficiary must return the replacement vehicle in the condition in which they received it and with the same amount of fuel. If this does not happen, the costs will be invoiced to Arval.

Replacement vehicles are ordered with an unlimited number of kilometres.

After each repatriation of the driver and passengers, a replacement vehicle will be delivered in Belgium to the location chosen by the driver (home, office, etc.).

If the driver returns to Belgium in the replacement vehicle, the driver must leave it at a branch of the rental company in Belgium. Said branch, designated by Arval Assistance, shall organise the transport of the replacement vehicle to the branch abroad from which the vehicle was rented and shall bear the costs in full. The foreign replacement vehicle shall be exchanged for a Belgian replacement vehicle as soon as the driver arrives in Belgium and presents themselves at a rental agency designated by Arval Assistance (in consultation with the driver).

In the event of material damage to replacement vehicles, the excess shall be the amount agreed by Arval with Arval Assistance for the replacement vehicle, up to a maximum of 2.5% of the vehicle's value. If a driver is provided with a replacement vehicle, the vehicle, the driver and the passengers are covered by all necessary insurance policies, namely:

- civil liability
- material damage (in accordance with the conditions set out by the rental agency abroad)
- theft
- glass breakage
- legal assistance
- driver's insurance.

The cost of all the above-mentioned insurance policies shall be borne by the provider of the replacement vehicle. If that is not the case, Arval Assistance shall bear the costs. All additional insurance policies sold directly to the driver shall be at the driver's expense (additional tyre insurance, second driver, etc.).

When allocating a replacement vehicle, Arval Assistance will make every effort to ensure a deposit (credit card, money, etc.) is not requested from drivers as collateral. Arval Assistance must favour replacement vehicle providers who do not ask for a deposit and, where appropriate, must do everything in its power to act as a guarantor in place of the driver.

Replacement driver:

In the event of an emergency, Arval Assistance shall appoint a replacement driver to repatriate the vehicle and passengers if:

- neither the driver nor any of the passengers are able to drive (injured, ill, etc.).
- the driver had to return to Belgium urgently (a death or accident in the family, break-in at home, disaster at home, professional reasons, etc.).
- a third party chosen by Arval shall be authorised to carry out the repatriation. Arval Assistance shall bear the following costs:
- a maximum of EUR 250 per day, all-inclusive, for a distance of at least 500 kilometres per day.
- return travel for the replacement driver by train (second class).

Communication with the driver:

When the driver first calls to ask Arval Assistance to intervene, Arval Assistance will provide an estimate of the breakdown service's time of arrival.

When the assignment is allocated to a breakdown service, Arval Assistance will contact the driver to inform them of the estimated time of arrival at the location of the breakdown.

Where Arval Assistance is informed of a delay in the intervention compared to the information initially communicated, it will contact the driver to notify them and provide a new estimated time of arrival.

Vehicle is repaired on-site:

If the repair of the vehicle takes longer than one day, Arval Assistance will call the driver once a day to update them on the progress of the repair.

Services and transport:

Arval Assistance will give the beneficiary an update on the progress of bookings for various services and means of transport (taxi, plane, train, hotel, etc.) every two hours, unless otherwise agreed with the customer.

Other services:

Arval Assistance shall provide the following services on request:

- Sending spare parts abroad. This service only covers the costs of sending spare parts (excluding engines) abroad when they are not available in the garage.
- Storage of the vehicle: In all cases, Arval Assistance will arrange and pay for storage before the subsequent service is carried out.

Prepaid expenses

Arval Assistance and its partners will ensure that drivers do not have to pay for the various services covered up front. Nevertheless, if the driver wishes to pay said costs up front and they are covered by the Assistance Terms and Conditions, Arval Assistance will reimburse said costs (including VAT) within a maximum of eight working days upon presentation of the original supporting documents. Expenses for food and drink will never be reimbursed.

Exclusion from assistance

(These are the most important/notable) Below is a non-exhaustive list:

- Damage resulting from the use of drugs (unless prescribed by a doctor) or alcohol abuse
- At the time of the events, no request for assistance was submitted or authorised, unless the beneficiary can prove they were unable to contact Arval Assistance due to force majeure or an intervention by law enforcement or emergency services and that they had contacted Arval Assistance as soon as possible
- The beneficiary has not complied with the instructions from Arval Assistance
- The driver is already at a garage or at an Arval partner
- Damage resulting from criminal acts or suicide attempts by the beneficiary or one of the passengers
- Engaging in dangerous sports (rallies, car competitions, speed tests, etc.)
- Any mobility solution not ordered or authorised by Arval Assistance
- Damage resulting from events caused intentionally by the beneficiary or from intentional non-compliance with the laws and regulations of the countries visited
- Accidents that do not result in the vehicle being immobilised
- Medical transport and medical assistance

Self-inflicted

In the event of negligence or forgetfulness, such as the examples below:

- Keys left in the car
- Incorrect fuel used when refuelling
- Topping up of AdBlue; if the car is mobile, the driver shall top this up themselves
- Lost key
- EV battery is empty
- Petrol/diesel tank is empty
- Etc.

All costs relating to the intervention shall be charged to the employer in the event that a repair is required.

Arval Assistance is a service provided within the framework of long-term operational lease of vehicles, without purchase option, provided by the lessor Arval Belgium SA/NV, located at Ikaroslaan 99, 1930, Zaventem, RPM Brussels VAT BE 0436.781.102, www.arval.be, drivercare.be@arval.be

This document does not constitute an offer and is not binding or contractual in nature. A Lease Agreement will only be concluded once your file has been accepted by the lessor, Arval Belgium SA/NV, and will always be subject to its General Terms and Conditions for the long-term operational leasing of vehicles.

The terms and conditions of the Arval Assistance service may change. Therefore, the information contained in this present document may be modified at any time and may no longer apply. Arval Belgium SA/NV disclaims all responsibility in case of incorrect information, omission of information, or outdated information present in this document. We invite you to contact our services if you have any questions about the present service.' »