



# ARVAL

A BNP PARIBAS company



**WELCOME ABOARD!**  
Driver's guide



# This is so easy!

Just turn on the headlights!



## Dear Driver,

ARVAL appreciates the trust you rendered us and wish you good luck on roads.

In this brochure you can find the full description of the ARVAL services at your disposal to make you drive comfortable at any situation.

We advice you to look through the guide carefully.

**When receiving the vehicle check the presence of the following documents:**

### In the set of ARVAL:

- Package of vehicle documents:
  - Vehicle registration certificate
  - Obligatory TPL (Third Party Liability) insurance policy (OSAGO)
  - Official notification form of the car accident (OSAGO)
  - Copy of the leasing (rental) contract
  - Power of attorney to operate the vehicle
  - Act of returning vehicle after expiration of the leasing (rental) contract
  - CASCO insurance policy, fuel card (with the partner petrol stations list) if your company has chosen above-mentioned services
- Your ID card: ARVAL service card

### In the set of the car manufacturer:

- User Manual
- Service and guarantee book
- A set of keys for the car



## Practical

- Always keep the car keys and vehicle documents (Vehicle registration certificate, OSAGO insurance policy, the coupon of technical inspection, Power of attorney to operate the vehicle) with you and never leave them in the car. Do not leave any valuables in the car.



Please check the state of the vehicle and whether it corresponds to the one in the order. In the case of doubt or absence of parts please call the ARVAL Drivers support service at the telephone number mentioned at your service card (**495**) 644-22-77.



# ARVAL Drivers service



Always  
with you  
as your second  
pilot!

**Remember that you always have the address and telephone of the Drivers service in the folder; moreover the telephone number is also given in the service card.**

**Do not hesitate to call the service, no matter if it's just simple information or a serious technical problem like:**

- Where is the lever to open the hood?
- What I am supposed to do, if I have a breakage?
- When and where should the car be serviced next time?
- I am involved into a car accident, what I am supposed to do?
- I have lost the keys or/and vehicle documents
- All the questions concerning vehicle operation, car accident, theft or act of vandalism.

**At any case please keep calmness and composure.**

**The proper way to react is to call ARVAL Drivers service, mentioned in your service card.**



## Practical

**Save the number of ARVAL Drivers service at your mobile phone.**

Just call us and all the capabilities of our service are at your disposal: Our specialist will answer you and will guide you till the problem is solved. You'll become calm and confident faster than you can imagine!

**You always can find this number on the front side of your ARVAL service card.**



# ARVAL

# A La Carte SERVICE

## For safe driving

Your ARVAL service card is a key to a world of services of our company. ARVAL provides you with the services properly and with the proper services. You can always find the list of the services in the copy of the leasing (rental) contract.

To use our services you only have to make the following steps:

- Before doing something call the Drivers service at (495) 644-22-77 and tell what maintenance or repair you need or a problem you have faced.
- ARVAL will direct you to one of our partners in the time convenient to you.
- After showing the ARVAL service card to the partner organisation (service station, repairing station, tyres shop), the latter is to call the ARVAL to get the number of authorization.
- When arrived to the service you need to present the ARVAL service Card, Vehicle registration certificate and service book. Service station will provide you all the necessary maintenance (examination, diagnostics, repair, replacement of tyres).
- After the work is done you should check the vehicle and sign an act with detailed description of all the works performed, spare parts supplied and installed and/or other necessary documents.
- Check whether the service book is filled in properly.
- You can take your car.
- You do not have to pay anything. Payment is carried out by ARVAL.



## TECHNICAL SERVICE AND REPAIR

You have to follow service instructions supplied with the car. You are responsible for doing it in time. The maintenance should be carried out in the service centres authorized by ARVAL.

### Practical

Do not forget to check the level of the motor oil, liquid in cooling system and brakes liquid. In case of breakage of any systems, devices or controls the vehicle should pass technical control immediately.

#### Full technical maintenance includes:

- Regular maintenance according to the requirements and recommendations of the manufacturer (including change and additional pouring the motor oil).
- Unlimited number of repairs according to the rules of operating the vehicle (spare parts, work, replacement of normally worn parts, electronics).

#### Technical maintenance does not include:

- Fuel and additives.
- Washing (except the one carried out at regular service), cleaning of interior, repair of tyres, parking.
- Any repairs caused by the poor operating the vehicle, failure to meet requirements and recommendations of the manufacturer, for example operation with insufficient level of working liquids, at working emergency signals of gauges, etc.).
- Any repairs caused by damages of car accident, theft, acts of vandalism, fire, force majeure.
- Repair and maintenance of additional accessories.



## INSURANCE

ARVAL provides with full package of insurance, including Obligatory TPL insurance policy (OSAGO), voluntary TPL insurance policy with a limit from 50 000 USD and higher and CASCO insurance policy. There also can be included Passenger's insurance and insurance for the additional equipment.

In the insurance case (car accident, theft, illegal actions of the third parties, hijacking, etc.) you should immediately contact ARVAL Drivers service at (495) 644-22-77. We shall guide you in the accident.

### **In the case of road accident, vandalism, fire, act of God:**

- Immediately inform the police (GAI/GIBDD or UVD) at 02 (using mobile phone – 002) and ARVAL Drivers service.
- Do not move the automobile from a place of road accident before the arrival of police officers.
- Fill in the notification form on road accident (OSAGO) and/or other formal documents.
- Provide ARVAL with the written statement about the accident, insurance policy OSAGO, (a copy of the report) and the formal report confirming the insurance case, given by militia authorities (GAI/GIBDD (the form # 3), UVD (the form # 2), Fire supervision, Federal Hydrometeorology and Environmental Monitoring Service), a copy of the order or the decision on the case. In the inquiry on a fire a reason of such fire must be indicated.
- Do not start repairing the vehicle before receiving the acknowledgement from ARVAL and directions from the insurance company.

### **Practical**

Please do immediately submit the application for the insurance case; otherwise you will have to repair the vehicle at your expense.

### **In case of hijacking:**

- Immediately inform the official bodies (militia, UVD) at 02 (using mobile phone – 002) and ARVAL Drivers support service.
- Provide ARVAL with the written statement about the accident, insurance policy OSAGO, (a copy of the official report) and the official report for confirming the insurance case, given by official bodies (GAI/GIBDD (the form # 3).
- Provide ARVAL with all the registration documents (Vehicle registration certificate, coupon of technical inspection, insurance policy OSAGO, the power of attorney to operate the vehicle) and a full set of keys.

In case documents and/or keys are attached to materials of criminal case, give the copies of documents certified by the police officer, and/or the report on attachment of the keys.



## ROAD ASSISTANCE

ARVAL provides you with assistance on the road\* 24 hours a day, including the technical support, towing of the vehicle, consultation and help on the administrative procedures.

**Just call the number 7 (495) 644-22-77 or 7 (495) 105-24-24 or 7 (495) 105-50-00 and ARVAL will do its best depending on the situation.**

### **In case of breakage of the vehicle:**

ARVAL organizes repair at the place or towing of the vehicle to the nearest authorized technical station.

### **In case of road accident:**

- ARVAL will get in touch with the insurance company and road police (GAI/GIBDD).
- Organizes necessary repair at the place (when it's possible) or towing of the vehicle to the nearest authorized technical station.
- If you have chosen the «accident commissary» service, the accident manager will arrive at the place of the road accident and will deal with administrative procedures and legal issues.



## TYRES

If you use the ARVAL service «Tyres», we undertake replacement and storage of seasonal tyres, and also replacement and recycling of the used tyres within the limits stipulated in your contract and in case of their normal wear and tear. You have the wide choice of tyres of the largest world manufacturers.

### Practical

To feel confident and safe you should regularly check the tyres pressure in the cold condition according to the manufacturer's instructions.

Never reduce pressure in hot tyres!

Remember, that the depth of a protector should be not less than 1.6 mm.

### **For replacement of tyres:**

- Get in touch with the ARVAL Drivers service and inform what kind of replacement you need, seasonal or because of deterioration.

\* In partnership with Auto Club Assistance Rus (ACAR).

- Driver's service will direct you to the certificated center in the time convenient to you.
- After the work is done you should check and sign the act with detailed description of all the works performed, spare parts needed and/or other necessary documents.
- You can take the car.
- You do not have to pay anything. Payment is carried out by ARVAL.



## SPARE CAR

Depending on options chosen in the contract, ARVAL provides you with a spare car instead of yours in case of breakage, road accident, hijacking or fire. Call the number of ARVAL Drivers service which is mentioned on your ARVAL service card: we shall organize repair of your automobile, if necessary, its transportation, and a car from spare cars fleet.

With the ARVAL service «spare car» included in your contract: you will be provided with the spare car if yours can not be used more than 24 hours because of breakage or accident.

### **You just need:**

- To call the ARVAL Drivers service and inform about the time you need to have your car repaired, and also where and when you want to receive the spare car.
- ARVAL will discuss the terms and time of receiving the spare car with the representative of your company and then deliver the spare car.
- After you stop using the spare car it should be returned to the place agreed with ARVAL.
- You do not have to pay anything. Payment is carried out by ARVAL.

### **Practical**

On receiving the spare car please look through the rules of the Company – operator properly. It will help you and your company to avoid additional expenses.



## FUEL CARD

With this option included in your contract you will receive one or several fuel cards together with the list of the partner petrol stations. This card allows you to fuel the car at any petrol station of the partner companies.

We remind you that this card can be used only for the vehicle – subject of a contract. In case you have stopped using the car, give a fuel card to the dedicated person in your company or return it back to ARVAL.

### **For using the fuel card:**

- Present your fuel card at the gas station.
- Fuel the automobile.
- Check and keep the bill.

### **What to do in case of loss or theft?**

Immediately inform the ARVAL Drivers service about this fact and the number of a card to block it and receive a new one.

## Practical

As well as the credit card, your fuel card is valuable.

Never leave it in the car, do not write down your PIN code next to a fuel card and always check the bills: you and your company will be responsible for any misuse of the card.

**Write down number of your fuel card here:**

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# Cross the finish-line easily



## RETURN OF THE VEHICLE

ARVAL will contact you and your company several weeks before the expiration of the contract for returning the car.

### How it proceeds?

- In due time and place you should return the car with all documents (Vehicle registration certificate, coupon of technical inspection, insurance policy OSAGO and CASCO), keys, User Manual, the service book, ARVAL service card and fuel card, accessories and the additional equipment. The vehicle should be clean and in a good condition.
- You should fill in and sign the Restitution statement for the vehicle with detailed description of its condition. The act is made together with the representative of partner technical station. Signing of the Act is the ground for the expiration of the leasing (rental) contract. Please, send a copy of the Act of returning the vehicle to ARVAL by fax (495) 644-22-71 with a mark for the Department of return or by e-mail [return@ARVAL.ru](mailto:return@ARVAL.ru) within 24 hours.

Do not hesitate to contact ARVAL Drivers service at the number mentioned on the front side of your service card. We shall give you all the necessary instructions and consultation on all the questions concerning the return of the vehicle.

### Practical

Handle the vehicle with care. Your company could be charged for the certain damages, therefore check the Act of return of the vehicle carefully.

## THANK YOU!



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