



**DRIVER'S  
MANUAL**



**ARVAL**  
BNP PARIBAS GROUP

For the many  
journeys in life

# WELCOME TO ARVAL

Dear driver,

Welcome to ARVAL and thank you for your trust.

The ARVAL team is ready to offer you its high quality services for your daily convenience. The Driver's Manual is "Your Guide" where you will find everything you need to know about the services ARVAL provides during your vehicle's leasing period. We encourage you to read it carefully so that you know all your rights and obligations, as well as the steps to take in each incident.

Regarding the processing of your personal data by ARVAL and your rights, please read the Data Protection Notice posted on our website

<https://www.arval.gr/en-gr/small-business/data-protection-notice>

ARVAL wishes you a safe and pleasant driving experience and remains at your disposal for any additional information.

For anything you need, there is always someone ready to help you at the **Driver's Support** line: +30 210 8772600 and at the following e-mail address [drivers.support-gr@arval.gr](mailto:drivers.support-gr@arval.gr). In parallel, **MyArval** ([www.my.arval.com](http://www.my.arval.com)) is your own application that provides you with useful information about your vehicle as well as alternative ways of contacting ARVAL.

We assure you of our continuous and undivided care throughout the duration of your car rental.

**The ARVAL team**





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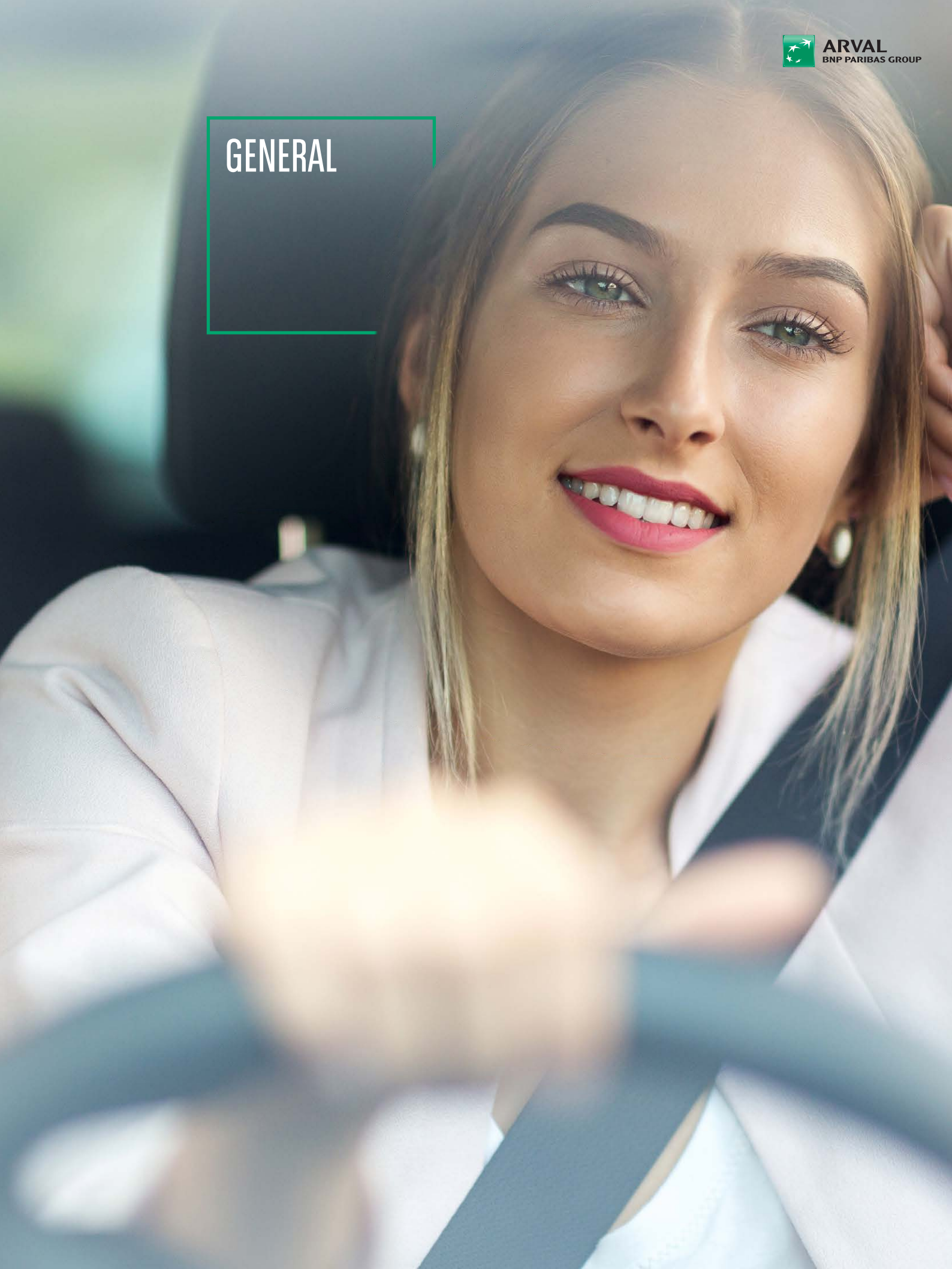
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GENERAL



## BASIC INSTRUCTIONS

- › ARVAL puts at the disposal of drivers **MyArval** - [www.my.arval.com](http://www.my.arval.com), the digital tool that provides them with useful information about their leased vehicle and upgrades the way they communicate with us. Access to **MyArval** is automatically activated as soon as we receive your details from your company's Fleet Manager. Your access requires a password which is sent to you electronically.
- › Please drive with a valid driving license. Check the date and if it needs renewal, please arrange it in time, to ensure that insurance coverage is valid and avoid criminal and legal penalties.
- › Allow only persons who are over 23 years old to drive the vehicle and have a legal & valid driving license, with more than one year validity period, in accordance with the provisions of Greek Law and the insurance policy.
- › Make sure you always keep your safety kit in the car (triangle, first aid kit, fire extinguisher, safety vest, gloves).
- › Avoid participating in any form of motor racing, competitive driving or speed testing, etc.
- › Keep the vehicle functional, clean and generally in good condition.
- › Regularly check your tyre pressure, engine oil and coolant levels, and the windshield washer fluid level.
- › Follow the manufacturer's instructions for the use of the vehicle and ensure that it is refueled with the proper fuel.
- › Select a workshop included in the ARVAL approved network for the maintenance and repair of your vehicle and book your appointment through **MyArval** app.
- › Ask the repairer to update the vehicle's maintenance logbook (consult the Owner's Manual).
- › Ensure that the vehicle's tyres are replaced when necessary according to ARVAL's instructions. Save valuable time by booking your appointment through **MyArval**.
- › Avoid changes to the equipment and appearance of the vehicle without the prior consent of ARVAL.
- › Avoid overloading the vehicle in excess of the declared payload.
- › Keep the vehicle immobilized if its number plates are removed after a traffic offence.
- › Pay any fines resulting from an infringement within the prescribed period.
- › Avoid any form of vehicle rental.

## IMPORTANT

- › Contact the **ARVAL Drivers' Desk** before taking any action on your vehicle.
- › Read the Owner's Manual, taking some time to familiarize yourself with the functions of your vehicle.
- › In the Owner's Manual you can find useful information about the maintenance intervals of your vehicle, as well as about every tyre change and technical checks, so that you can contact the **ARVAL Drivers' Desk** in time for their scheduling.

## The documents you should always have in your vehicle

- › The Owner's Manual.
- › The Repair & Service Log Book (if provided by the manufacturer in printed form).
- › The registration certificate, the exhaust emission control card (after the 1st year-annually renewed) and the MOT certificate (after the 4th year).



## IMPORTANT INFORMATION

- › For any maintenance or repair work on your vehicle, as well as for any information you may need, please contact the **ARVAL Drivers' Desk**.
- › Your vehicle is covered by a 24-hour roadside assistance. On working days, 09:00 - 17:00, you can contact the **ARVAL Drivers' Desk** for guidance from our advisors to resolve issues related to your vehicle. From Monday to Friday after 17:00, on Saturday and Sunday as well as on public holidays, your calls to the **ARVAL Drivers' Desk** are automatically forwarded to the roadside assistance provider.
- › In case of damage or accident you should always call the "Accident Care". Always call the Traffic Police if you are involved in an accident abroad or in Greece, in case of injuries or if an uninsured vehicle is involved. Within the next business hour after the incident, please inform ARVAL through the **ARVAL Drivers' Desk**.
- › If you wish to add equipment or a service not covered by the contract please obtain approval from your company's Fleet Manager before contacting ARVAL.
- › Please help us, first and foremost, to always have correct contact details for you and your company, so that we can inform you of any safety recalls concerning your vehicle. Whenever there is a change in your contact details, please inform us by e-mail at [drivers.support-gr@arval.gr](mailto:drivers.support-gr@arval.gr)
- › Your opinion matters: Upon completion of the delivery process of your vehicle and after any work carried out on it, you will receive an electronic satisfaction survey questionnaire to record your experience with your ARVAL partner. Your participation in the survey helps us to always provide you with high quality services.

**SERVICE  
DURING THE  
LEASE PERIOD**



## SCHEDULED MAINTAINANCE

1. You can book your appointment for a service in 3 ways:
  - a. Calling the **ARVAL Drivers' Desk**.
  - b. Sending an email to [drivers.support-gr@arval.gr](mailto:drivers.support-gr@arval.gr)
  - c. Filling out the relevant form on **MyArval** app. You will need to provide us with the vehicle registration number and the odometer reading.
2. We jointly select an approved ARVAL workshop that is convenient to you and define the date and time of your appointment.
3. After the service is completed, at the predetermined day and time, the technical advisor will inform you, so that you can pick up your vehicle.

### What does the scheduled maintenance service include?

- › Regular maintenance according to the manufacturer's instructions.
- › Mechanical work and repairs, including the replacement of materials that need to be changed
- › Lubricants and all necessary materials, including oil replenishment. Attention: Ad Blue, a fluid necessary for diesel engines, is not included
- › Battery charging or replacement.
- › Issuance of an Exhaust Control Card, valid for 1 year. Then it needs to be renewed. Check the date on the card and ask for it to be renewed if necessary.
- › Technical inspections (MOT), which are carried out after the fourth anniversary of the vehicle's first registration and every 2 years thereafter. Check the date of the last MOT test so that you can schedule the next one with the help of the **ARVAL Drivers' Desk**.

### What is excluded from the maintenance service?

- › Damage resulting from misuse of the vehicle.
- › Damage caused by the use of inappropriate fuel.
- › Damage caused by any additional equipment not approved by the manufacturer.
- › Replacement of lost keys.
- › Replacement/repair of damage as a result of collision or simple contact with another vehicle or object.

#### IMPORTANT

- ✓ It is very important to keep your vehicle's scheduled services according to the mileage and manufacturer's instructions. The manufacturer's Service Manual provides you with detailed information. Alternatively, call the **ARVAL Drivers' Desk**, daily from 09:00 to 17:00, so that we can inform you about.
- ✓ After each scheduled maintenance you need to confirm that the Service Booklet is signed and stamped by the workshop that carried out the work (if available from the manufacturer).

## TYRE REPLACEMENT

1. Check with your company's Fleet Manager if your vehicle's lease contract includes a tyre change service. Note down the type and size of your car's tyres and call the **ARVAL Drivers' Desk**.
2. We will research regarding the availability of the specific tyre and inform you about the ARVAL approved partner who can help you.
3. Upon completion of the tyre fitting and the necessary balancing, you will be informed by the ARVAL partner to pick up your vehicle

### What does the tyre replacement service include?

- › The replacement of your vehicle's tyres, in accordance with the lease contract. (Check the tread depth. Minimum 2 mm)
- › The replacement of tyres.

### What is excluded from the tyre replacement service

- › The cost of tyre repair in the event of a puncture.

#### IMPORTANT

- ✓ For your safety and to avoid excess fuel consumption, regularly check the condition of your tyres for wear, underinflation or overinflation, or damage such as punctures or tears. The tyre grip is affected by the mileage, their age, the weather conditions, the road surface quality and the vehicle load.



## IN THE EVENT OF A MECHANICAL BREAKDOWN

Mechanical breakdown is considered any mechanical problem that can immobilize your vehicle or make it difficult to operate smoothly.

- › Refer to your vehicle's dashboard display and the Owner's Manual, and stop the vehicle if necessary. Call the **ARVAL Drivers' Desk**. Our technical advisors will respond immediately and guide you to our roadside assistance partner. Roadside assistance is available 24/7. Call the **ARVAL Drivers' Desk** and select "1" for direct connection. Your vehicle will be taken to the nearest ARVAL authorized repairer.

ARVAL's fleet management team will inform you about the progress of the repair and will provide you with a replacement vehicle according to the terms of the contract signed with your company. You pick up the replacement vehicle on the predetermined day and time and return it according to ARVAL's instructions upon completion of the repair of your vehicle.

### What does the repair service due to mechanical breakdown include?

- › Mechanical work and repairs, including the replacement of spare parts.

### What is excluded from the repair service due to mechanical breakdown

- › Damage resulting from misuse of the vehicle.
- › Damage caused by the use of inappropriate fuel.
- › Damage caused by any additional equipment not approved by the manufacturer.
- › Replacement of damaged parts, due to a collision.

#### IMPORTANT

- ✓ During non-working days and hours, as well as on holidays, the **ARVAL Drivers' Desk** call is forwarded to the roadside assistance partner for immediate service 24/7. The only item you need to mention is the registration number of your vehicle.



### ACCIDENT / DAMAGE

- › Call the "Accident Care" at +30 210 87 72 600 and select "1" (excluding crystal breakage).
- › In case of crystal breakage without damage to the bodywork (or other violation), you can call your ARVAL approved partner to repair the crystal breakage. If besides breakage, there are also signs of damage to the bodywork or lock picking, you need to call the Police and the "Accident Care".
- › In cases where personal injuries or uninsured vehicles are involved, inside or outside Greece, you need to call both the "Accident Care" and the Police. Then, you must send the original Police document to ARVAL.
- › Within the next working hour after the incident, please inform us about it calling the **ARVAL Drivers' Desk**.
- › If you notice any damage to your vehicle while it is parked, call the "Accident Care" to have it recorded the soonest possible.
- › ARVAL's fleet management team will inform you and provide you with a replacement vehicle in accordance with the provisions of the contract signed with your company.

## Give an accurate incident report

- It is important that you describe the incident to the “Accident Care” representative and also guide them to take pictures of all the damage. Also, make sure that they record any comments you think to be important while describing the incident.
- You can sign the accident declaration form filled out by the representative of the “Accident Care”, only if the statement is in full conformity with the circumstances of the accident as described by you.

### IMPORTANT

- ✓ In any case of damage caused to your vehicle either by your own or a third party's fault, you must immediately call the “Accident Care” no matter if another vehicle is involved or not. Do not forget that any damage caused to the car must be reported immediately.
- ✓ In case of fire call immediately not only the “Accident Care”, but also the Fire Service and the Police.
- ✓ In case of accident or damage no matter what the cause is, it is necessary that you call the **ARVAL DriverDesk** within the next working hour to inform them about the incident.
- ✓ Damage caused to the underside of the car (from driving off the road or on uneven road surface, from potholes, climbing a pavement, etc.) is not covered by insurance and its restoration is the responsibility of your company.
- ✓ For any clarification, please call us at the **ARVAL Drivers' Desk** and we will advise you.



### IN CASE OF THEFT

- STEP 1: Call the police and report the theft immediately
- STEP 2: Notify ARVAL calling the **ARVAL Drivers' Desk** within the next working hour of the incident.
- STEP 3: Make sure you get the document “the vehicle was not found” from the Police and present the original to ARVAL. The certificate is issued by the Police one month after the theft if the vehicle has not been found.

At each step ARVAL guides you and will provide you with a replacement vehicle, according to the provisions of the contract signed with your company.

### IMPORTANT

- ✓ The replacement vehicle will be available to you for 1 month and until the receipt of the police document declaring “the vehicle was not found”.
- ✓ In case of an attempted theft or break-in, you should follow the procedure for damage, reporting the incident to the police and the “Accident Care”.
- ✓ Theft insurance covers only the vehicle and does not cover personal belongings.
- ✓ The insurance does not cover any load carried by the vehicle, or damage caused to the vehicle by it.

### TRAVELLING ABROAD

- The documents accompanying your vehicle cover its use only within Greece. If you intend to travel abroad with your vehicle, please notify us by email (cc your company’s fleet manager and attach your drivers license) at least 5 working days before your departure date so that we can deliver the green card for your journey in time.
- Ensure that the vehicle is equipped accordingly, complying with the legislation of the country in which it will be driven (snow chains, winter tyres, etc.)
- In any case of an accident or damage outside Greece, call the “Accident Care” and the local Police. Also call the phone number appeared on the green card.
- For any clarification please call the **ARVAL Drivers’ Desk**, and we will inform you accordingly.

### IMPORTANT

- ✓ ARVAL reserves the right to not allow the vehicle to be driven in countries for which there is no insurance cover or where serious riots occur.



## VEHICLE RETURN



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## WHAT YOU NEED TO KNOW FOR YOUR VEHICLE RETURN

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The return of your vehicle completes the cycle of using an ARVAL vehicle and it is important that we have feedback regarding your level of satisfaction at this final stage. Therefore, please read carefully through our tips and guidelines below. You will find that you will receive valuable information about the process of returning your vehicle at the End of Contract.

### The vehicle return procedure is based on three main tools

1. The description of the acceptable and unacceptable damages of your vehicle, through photos that you will find on the following pages.
2. The assessment of your vehicle's condition upon its return to our company, which is carried out through an independent and qualified partner.
3. The detailed pricelist of damage charges at the end of the lease (End of Contract Pricelist).

### Our aim is to ensure

- › The necessary transparency in the process of assessing the damage to your vehicle.
- › An estimate of the amount to be charged for damage to the vehicle upon its return at the end of the lease.
- › The fast completion of the procedure.

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## RETURN PROCEDURE

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### 3 months before the return of the vehicle

Before the termination of the contract, the ARVAL Account Manager who is responsible for your company will contact your Fleet Manager and provide him with all the necessary information for the return of your vehicle.

### 1 month before the return of the vehicle

We will give you instructions for the termination of the vehicle lease and inform your company's Fleet Manager of the date and place of the meeting where the return of the car will take place.

### 15 days before the return of the vehicle

- › We will confirm with you the date and time of the meeting and inform your company's Fleet Manager.
- › Vehicle return takes place after a scheduled appointment, Monday to Friday 10:00 - 15:00, at the ARVAL Returns Centre.
- › On the day of the return, ensure that you have with you all the documents and items to be returned to ARVAL.

### 1. The following items must also be returned

- › The original registration certificate.
- › The Owner's Manual.
- › The Service booklet certifying the repair history of your vehicle fully completed and sealed (if provided by the manufacturer).
- › Any optional equipment supplied to you on delivery or during the use of your vehicle (Satellite Navigation DVD, transport accessories and carriers, snow chains, etc.).

- › The complete set of keys delivered to you and recorded on the vehicle delivery form.
- › The MOT certificate, if available.
- › The Emission Control Card.
- › The ARVAL Safety Kit and generally all the emergency equipment included in the vehicle (emergency wheel, complete tyre repair kit, etc.)

### IMPORTANT

- ✓ The disassembly or removal of parts belonging to you or your company must be done without leaving any trace on the vehicle.

## 2. One day before the return of the vehicle

- › You need to remove all your personal belongings from your vehicle's storage areas.
- › In respect of your valuable time, we are committed to completing the vehicle return process in half an hour.

## 3. Requirements for a successful return procedure:

- › The return of the vehicle will take place at the agreed location, day and time and requires your cooperation in completing a series of actions by the ARVAL partner picking up the vehicle.
- › **Ensure that the vehicle is clean inside and out**, to facilitate the recording of possible damages.

## 4. When returning the vehicle

- › You will be asked to sign, together with the ARVAL representative to whom you will return the vehicle, the relevant return form, noting the date of delivery. The procedure is completed by recording the general condition of the vehicle and the kilometres driven. As the vehicle is being marketed directly for sale, any missing documents or equipment do not allow us to complete the process. You will be asked to make a new appointment, which may incur additional expenses for your company.

### IMPORTANT

- ✓ As the ownership of your vehicle will soon be transferred to a new owner, sending incomplete documents and items after delivery of your vehicle is not acceptable and may incur additional financial costs to your company or you personally.

## 5. After the vehicle has been returned

ARVAL will inform your company of any charges or credits that may result from the refund process, calculated as follows:

### The following documents are used to record the damages of your car

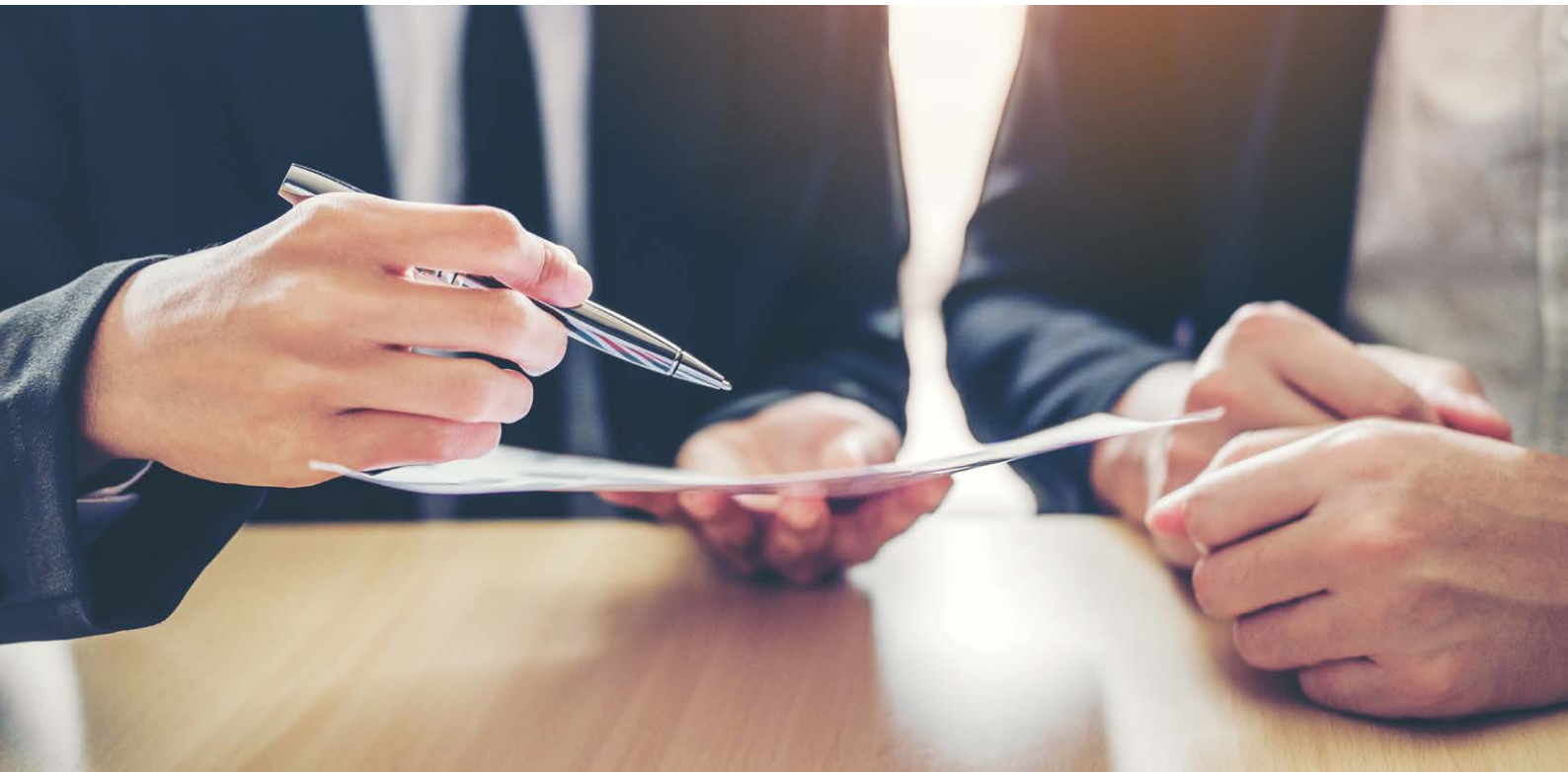
- › The signed damage report form of your vehicle completed by you and the ARVAL representative or the independent and qualified partner.
- › The detailed price list of damage charges at the end of the lease (End of Contract Pricelist).
- › On the following pages you will find descriptions and photos of the acceptable and unacceptable damages to your vehicle.

### For the mileage (driven kilometers)

Based on the kilometers indicated in the lease contract and the odometer reading.

### Other costs

Costs arising from early termination of the lease contract.



## DESCRIPTION OF CHARGEABLE AND NON-CHARGEABLE DAMAGES

At ARVAL, improving processes through simplification is our most important challenge. Our goal is our drivers' and customers' satisfaction. Our general rule for classifying body damage as non-chargeable is as follows.

### Non-chargeable body damages

- › Denting or paint erosion of up to 2,5 cm in diameter.
- › Scratch of up to 10 cm in length.

### Quantitative description

- › Up to 2 dents or 2 paint erosions up to 2,5 cm or 1 scratch of 10 cm length per panel.
- › Combined: 1 dent up to 2,5 cm or 1 paint erosion and 1 scratch up to 5 cm per panel.

**Alloy wheels:** Surface abrasions covering up to 10 cm (total rim damage).

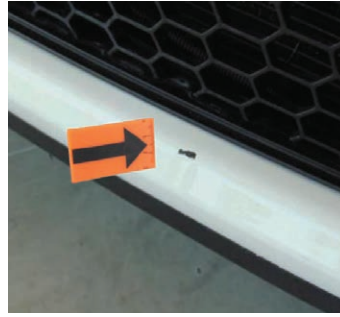
**The upholstery** must not have any holes, tears, stains or scorches.

All other damages not following the above rules are classified as chargeable.

# EXAMPLES OF CHARGEABLE AND NON-CHARGEABLE DAMAGES

## Vehicle interior (seats, seams & upholstery condition)

NON-CHARGEABLE DAMAGE



CHARGEABLE DAMAGE

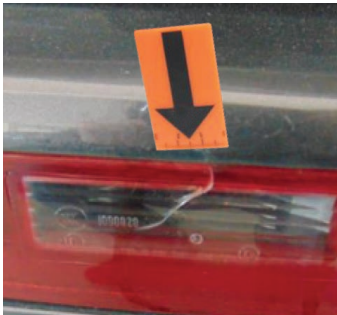


## Glass surfaces & Lights

NON-CHARGEABLE DAMAGE

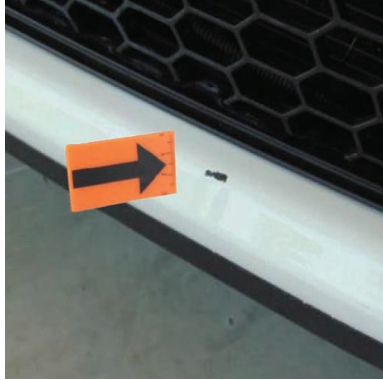


CHARGEABLE DAMAGE

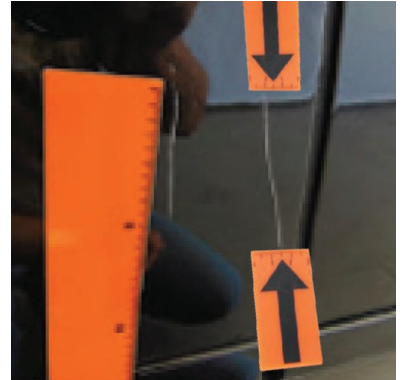


## Vehicle exterior (Exterior parts - Body paint)

### NON-CHARGEABLE DAMAGE

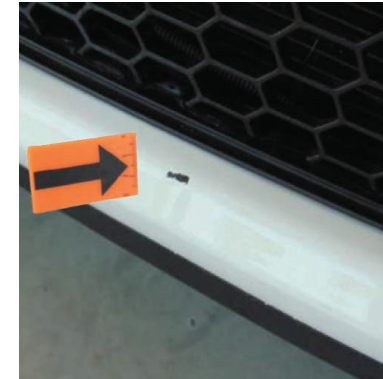


### CHARGEABLE DAMAGE

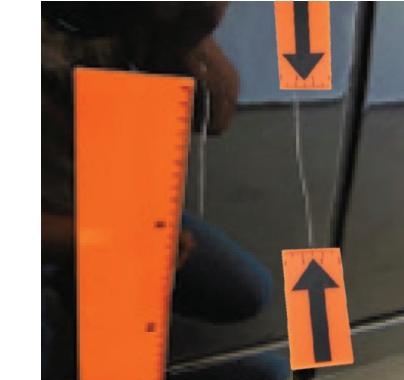


## Tyres & Wheels

### NON-CHARGEABLE DAMAGE



### CHARGEABLE DAMAGE



## Commercial vehicles' loading compartment

### Interior broken upholstery

CHARGEABLE DAMAGE



### Damaged trunk seal

CHARGEABLE DAMAGE



### Broken door trim

CHARGEABLE DAMAGE



## Overall interior cargo space

NON-CHARGEABLE DAMAGE



## Floor

NON-CHARGEABLE DAMAGE



## Scratches on wheel arch

NON-CHARGEABLE DAMAGE





**DRIVING BEHAVIOR  
AND SAFETY**

## THE DRIVER'S SHARE IN REDUCING THE COST OF USE

At ARVAL we focus on the following key areas, which contribute to reducing the overall cost of use for fleet vehicles and improve driver's safety.

### Vehicle Selection

The technical specifications of vehicles have a direct impact on the cost of use. ARVAL helps you in the selection of reliable vehicles with low fuel consumption and CO<sub>2</sub> emissions.

We provide you with detailed information in order to choose models that meet your actual mobility needs.

### Driving Behavior

Education and awareness of wrong actions are the keys to improve driving safety.

Many incidents occur due to lack of attention or poor concentration.

Together with your company's Fleet Manager, we can propose solutions to improve your safety to the maximum extent possible.

## ENVIRONMENTALLY-FRIENDLY DRIVING

The environmentally responsible and safe driving is an asset that brings multiple benefits to both the driver and the company. In this way, environmental awareness is developed and you are informed about the basic principles of safe driving with suggestions and practices that are easy to implement. With this strategy, we influence the drivers' behavior, aiming at reducing fuel consumption and increasing safety while driving.

The positive results are immediate and measurable and the frequency of accidents is reduced.

## BASIC PRINCIPLES FOR REDUCING DRIVING RISKS

### "How can I have the best possible driving behavior?"

#### › Wear your seat belt every time you drive.

Make sure your passengers also wear their seat belts in both the front and rear seats.

#### › Keep the safety distances.

Always keep a 2-second gap between you and the vehicle ahead.

#### › Check your tyres.

Regularly check the tyre pressure and always adjust your driving behavior to the road conditions. As a result you will reduce the tyre wear and save fuel.



› **Protect your neck.**

Adjust the head rest to the correct height, to protect you and your passengers in the event of hard braking.

› **Stay focused.**

Always pay full attention to the road and traffic conditions. Even one second of distraction can be very important in avoiding an accident or mitigating the effects of a collision.

› **Avoid talking on your mobile phone while driving.**

Use hands-free devices and minimize your communications to the absolute minimum. Remember that no conversation or text message is more important than your life or someone else's life.

› **Use certified child seats for your young passengers.**

Equip the vehicle with certified child seats to protect the young passengers.

› **Avoid driving when you are tired.**

Take a break every 2 hours of driving, for at least 15 minutes.

› **Refrain from driving if you have consumed alcohol.**

Remember that drinking alcohol, even in small quantities, affects your reflexes and the speed of reaction in the event of an emergency.

› **Stay constantly alert.**

Always carefully observe surrounding vehicles, motorcycles, bicycles and pedestrians especially when weather conditions reduce visibility.

› **Keep your vehicle in good condition.**

Regularly check the engine oil level, the water tank, the tyre pressure and the proper operation of the lights.

## ADOPT A FLEXIBLE AND ECONOMICAL WAY OF DRIVING

Driving behavior is one of the most important factors in saving fuel and thus reducing exhaust emissions. Therefore:

- › Make sure you drive with the highest possible gear in the gearbox.
- › Anticipate the maneuvers of vehicles ahead and move accordingly.
- › Slow down using the gearbox, avoiding sudden braking.
- › Avoid acceleration. Aggressive urban driving can increase fuel consumption by at approximately 40%.
- › Use the air condition system wisely. Its use is responsible for increased fuel consumption.
- › Monitor the fuel consumption meter regularly.
- › Use the cruise control and navigation system.
- › Use the Start/Stop feature. Leaving the engine running consumes more fuel.
- › Check the tyre pressure regularly.

### A SIMPLE PIECE OF ADVICE = THREE SIGNIFICANT ADVANTAGES



Arval Hellas Single Member Societe Anonyme  
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