



**Leasing your  
next car**



We are Motability Operations Ltd, a company authorised and regulated by the Financial Conduct Authority.  
All Motability Scheme vehicles are leased to customers by Motability Operations Limited.

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# Getting your next car

We hope you've been enjoying your Motability Scheme car. As your current lease is due to end in a few months, now's a good time to start thinking about your next lease with us.

## Have your needs changed?

If you feel that a car is no longer suitable for your needs, there are other options available to lease through the Scheme.

You can choose a car and have adaptations fitted to make driving or travelling easier. Or, maybe a Wheelchair Accessible Vehicle, scooter or powered wheelchair would better suit your needs over the coming years.

Whichever option you choose, they all come with our all-inclusive lease package, so you can continue to enjoy the everyday freedom the Motability Scheme brings. Find out more about these options on page 10.

## Do you need other drivers?

You can insure up to three drivers on your vehicle and change these at any time. If you no longer want to drive yourself, or want to change your current drivers, there are a few simple rules you need to know. Find out more at [motability.co.uk/drivers](https://www.motability.co.uk/drivers)

If you need to change your drivers during your lease, you can easily do this in your Motability Scheme online account (see page 4).

## £750 New Vehicle Payment

When you get your next car you'll be eligible for a £750 New Vehicle Payment. You can now choose to send this to your dealer to help towards the Advance Payment on your new car. Your dealer will ask if you'd like to do this when you're ordering.

If you do not choose to do this, we'll send the New Vehicle Payment to you within a week or so of you getting your new car. Please note this payment is only available once per customer. Find out more at [motability.co.uk/payment](https://www.motability.co.uk/payment)

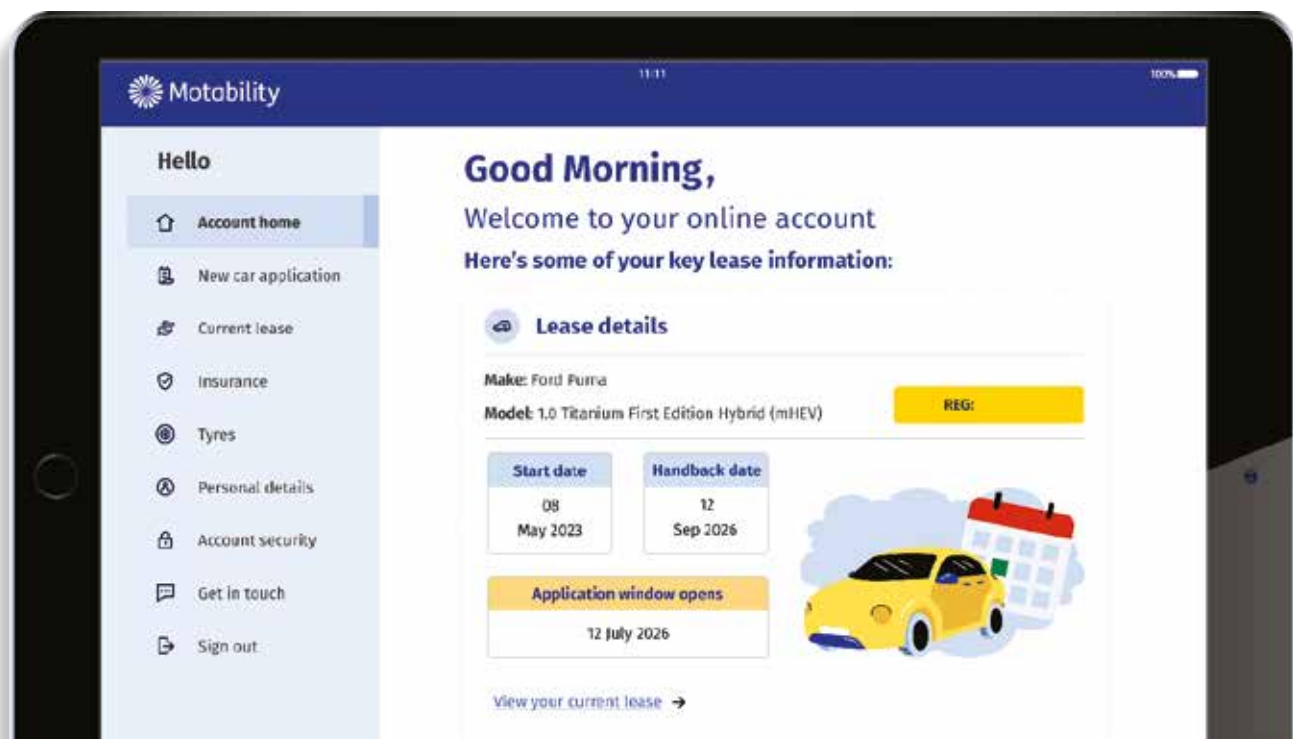


# Motability Scheme online account

If you have an account, the following great benefits will help you as you approach the end of your lease:

- Save time at the dealership by starting your next application online. You can update your personal details, allowance information and add the details for your proposed drivers all from the comfort of home before you visit your dealer.
- See your lease end date (you can order your next car three months before this date)
- Find your dealer's contact details – useful if you need to arrange your MOT
- Once you've placed your order, you can check the progress of your application and get the PIN, ready for delivery day
- Add your bank details to get payments like the Good Condition Payment faster, by bank transfer rather than cheque.
- View, add or change drivers during your lease and see details of your insurance cover.

Log in or create your account now  
[motability.co.uk/account](https://motability.co.uk/account)



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# 5 steps to your new car

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## Step 1: Search our new car range

To bring yourself up to date with our wide choice of cars from most of the major manufacturers visit [motability.co.uk/carsearch](https://www.motability.co.uk/carsearch). Then use our tool to help you browse and shortlist cars you're interested in.

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## Step 2: Start your application from home

You can now start your next application from the comfort of home with a Motability Scheme online account. This will give your dealer more time to help you find the right car when you visit them. See page 4 for more details or visit [motability.co.uk/account](https://www.motability.co.uk/account)

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## Step 3: Visit a dealer and order your new car

You can stay with your existing dealer, or if you want to find a different one, our 'Find a dealer' search can help you. Visit [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer) to search for nearby dealers and get their contact details. Test drives are the best way to make sure the cars you're interested in are right for you, so when you make an appointment, ask the dealer at the same time about arranging a test drive.

Once you're happy with your choice, your dealer will complete your order for you. You'll need your National Insurance number or Customer Reference Number, and a proof of identity such as a UK passport or driving licence, to place your order.

If you have not added your proposed drivers' details in your Motability Scheme online account before you visit your dealer, you'll need to take the licences of each intended driver too.

You'll be asked to sign a Statement of Responsibilities form that confirms you understand and agree to the Scheme rules. They'll then arrange a delivery date with you, and you can check the progress of your order in your online account.



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## Step 4: Getting prepared

### Book an MOT for your current car

It's your responsibility to book an MOT for your car before you hand it back. Your dealer may contact you to organise an MOT test (if applicable) for your current car. Costs of the test and any work to your car are covered as part of your worry-free package.

### Removing adaptations

You do not have to remove existing adaptations before you hand your car back, but if you want to, please arrange this with your Motability Scheme adaptation installer. You'll need to pay the cost of removing adaptations to the installer.

### Look out for your new PIN

Your PIN enables you to 'sign' the paperwork electronically at the dealership, so it's important to have it with you when you pick up your new car. You can easily view your PIN in your Motability Scheme online account, but we'll also send this to you in a letter.

### Keep in touch with your dealer

With a month or so to go, it's a good idea to check that everything's on schedule. If there's a delay, your dealer can arrange for you to keep your current car until the new one is ready.

### Update your bank details in your Motability Scheme online account

If you're eligible for the Good Condition Payment, the quickest way to get this payment is by bank transfer. We can do this if you've saved your bank details in your Motability Scheme online account. The payment can then be made within a couple of days of the car being returned, otherwise we'll send a cheque which will arrive within a couple of weeks. If you've already updated your preference to bank transfer, check your details are still up to date.

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## Step 5: Collect your new car

### Taking delivery

On delivery day you'll need take your driving licence (or your driver must have their licence if you will not be driving the car). Your dealer will take you around your new car and answer any questions, please make sure you're happy with your car in every respect before entering your PIN to complete your agreement.

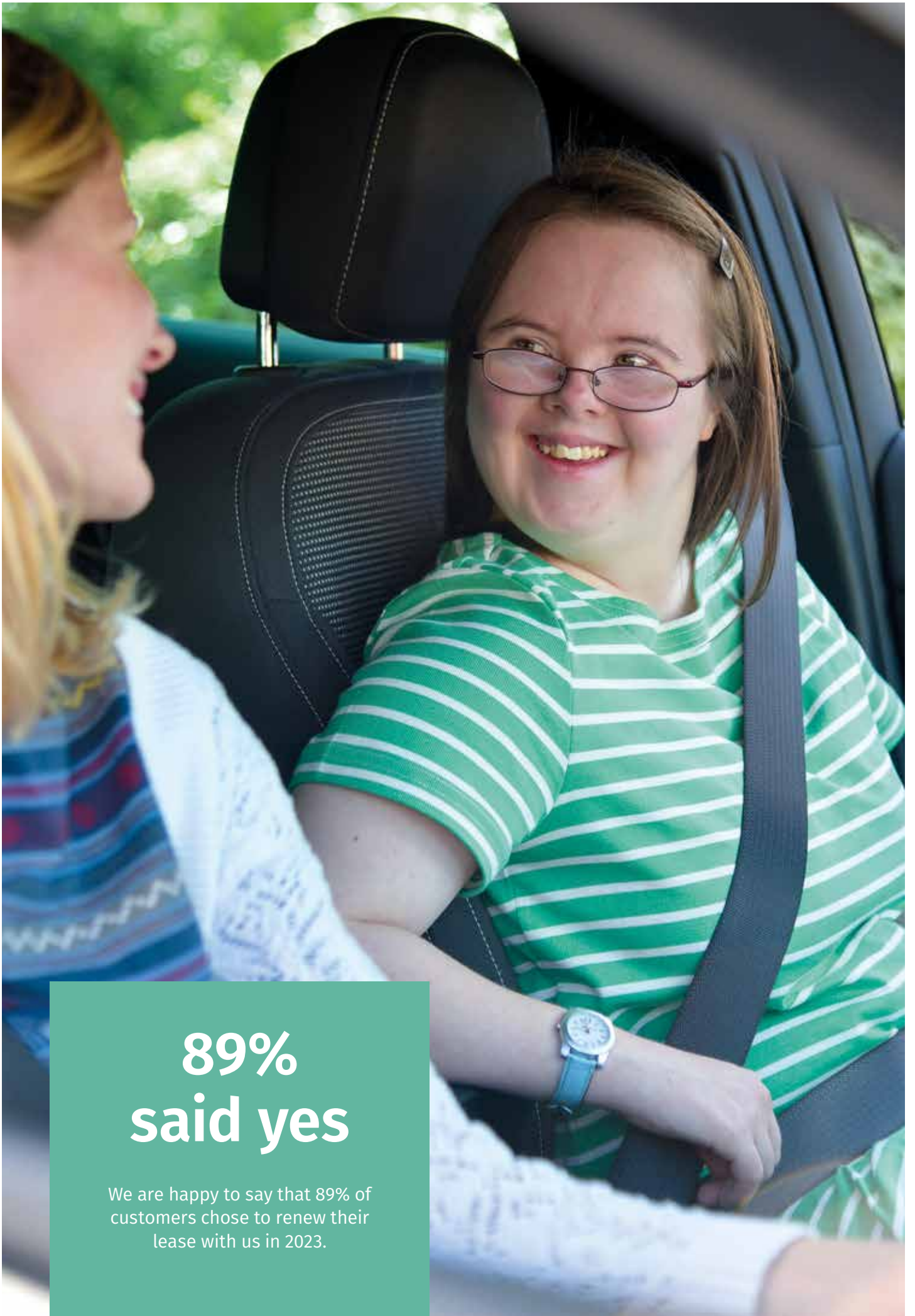
### Hand back your current car

On delivery day you'll also need to hand back your current car and any accompanying documents. The dealer will take a brief condition description of the car and provided it's returned in good condition, you could receive a Good Condition Payment. Please note, if you requested early payment of this due to the COVID-19 situation you will not receive it again.

### Delivery day reminders

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- Return your current car to the dealer supplying your new one
- Hand back any documents and spare keys for your current car
- Take yours or your driver's licence to the dealership
- Check that you and your drivers are on the insurance
- Remember your PIN – you can easily see this in your online account, but we'll also send this in a letter.
- Make sure the dealer has your up-to-date contact details



**89%**  
**said yes**

We are happy to say that 89% of customers chose to renew their lease with us in 2023.



## There's never been a better time to go electric

We've got a huge range of electric cars on the Motability Scheme, all with the same worry-free package you're used to.

Plus, if you're leasing your first fully electric car, we'll make sure you've got a way to charge it. If you have off-street parking, we should be able to install a chargepoint at your home address. If you cannot have a home chargepoint for any reason, we'll give you access to a network of over 9,000 public chargepoints instead.

To find out more about electric cars, why not sign up for our eight-part email series? We'll give you all the information you need, so you can make the right decision for you.

Scan the QR code to get started.





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# Cars available on the Scheme

There are various makes, models and types of cars available to lease through the Motability Scheme, from most of the major manufacturers.

## Three pricing options

When you lease a car through the Scheme you have three pricing options.

- 1 Less than your mobility allowance.**
- 2 Your total mobility allowance with no Advance Payment.**
- 3 Your total mobility allowance plus an Advance Payment.**

Allowance rates can change each year. Whether your increase is paid to us depends whether you're on a variable or fixed lease.

Most customers are on a variable lease. If you're on this, we'll always receive your total mobility allowance, even if it goes up. If you're on a 'constant lease' this is a fixed lease, and your allowance provider will pay any increase directly to you.

To make sure we're always offering you the best possible value for money, every three months we negotiate with manufacturers and update our prices. To see the full list of cars that are currently available to lease on the Scheme, you can use our online car search tool at [motability.co.uk/carsearch](https://www.motability.co.uk/carsearch)

## Automotive industry outlook

Ongoing challenges in the motoring industry are leading to a shortage of some new cars at this time and this is expected to continue for the foreseeable future.

Before you order your car, please check the expected delivery times with the dealership. You may find that a similar car from a different manufacturer is available sooner, so it's worth considering this before you order.

## Using the online car search tool

We know that choosing a car is a big decision, and sometimes it can be overwhelming to find the right car for your needs. Therefore, our online car search tool is there to help. You can filter your search by:

- **Car type**
- **Make and model**
- **Transmission**
- **Fuel Type**
- **Number of seats**
- **Accessibility options and more.**

You can even add cars to your favorites, so you can find them quickly each time you visit the Scheme website.



To browse our current list of cars visit [motability.co.uk/carsearch](https://www.motability.co.uk/carsearch)

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# Options to suit you

As well as standard cars, the Motability Scheme provides other vehicle options each with the same all-inclusive package.

## Car Adaptations

Adaptations can make driving and travelling by car easier. Many are available at no extra cost if fitted at the start of your lease and in most cases can be fitted so that your drivers can continue to use standard controls. We also work with around 100 adaptation installers who will provide expert advice to help you choose the right adaptations for your needs. You can find your nearest installer and much more at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations)

## Wheelchair Accessible Vehicles (WAVs)

WAVs may be worth considering if you find transferring from your wheelchair and storing it difficult. There's a wide range of models available, with the option of leasing new, or nearly new models. Find out more at [motability.co.uk/wavs](https://www.motability.co.uk/wavs)

If you're thinking of ordering a WAV as your next vehicle on the Scheme, you may be eligible for our 'WAV Experience' to help you decide if this is the right option for you. Find out more at [motability.co.uk/wavexperience](https://www.motability.co.uk/wavexperience) or call us on **0300 456 4566**.

## Scoters and powered wheelchairs

If you've decided against a car, but still want the independence personal transport brings, a scooter or powered wheelchair may well provide the answer. Find out more at [motability.co.uk/scooters](https://www.motability.co.uk/scooters)

## Not renewing your lease?

If you've decided that leasing with us is not right for you at the moment, all you have to do is arrange a time to hand your car back to your managing dealer at the end of your lease.

You will also need to contact the Department for Work and Pensions to re-apply for your tax exemption certificate if you are planning to get another car away from the Scheme. Of course, we will be very sorry to see you go, but hope we'll be able to provide you with another car, WAV, scooter or powered wheelchair in the future.



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# Ready to renew?

## Useful contacts

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### The Motability Scheme

Browse our latest list of new cars at [motability.co.uk](https://www.motability.co.uk)  
Find a choice of dealerships near you at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer)  
Or call one of our team on **0300 456 4566**

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### Disability Living Allowance (DLA) or Personal Independence Payment (PIP) / Questions about your allowance

#### Department for Work and Pensions:

Disability Living Allowance: **0800 121 4600**  
Personal Independence Payment: **0800 121 4433**  
[dwp.gov.uk](https://www.dwp.gov.uk)

#### Department for Communities (NI)

Disability Living Allowance: **0800 587 0912**  
Personal Independence Payment: **0800 587 0932**  
[nidirect.gov.uk](https://www.nidirect.gov.uk)

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### Child Disability Payment or Adult Disability Payment

Social Security Scotland  
**0800 182 2222** [mygov.scot/benefits](https://www.mygov.scot/benefits)

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### War Pensioners' Mobility Supplement (WPMS) or Armed Forces Independence Payment (AFIP)

Veterans UK  
**0808 191 4218** [veterans-uk.info](https://www.veterans-uk.info)

## Keep in touch



If you are not receiving a monthly e-newsletter but would like to hear from us, it may be because we don't have an email address for you.

To make sure you're receiving the latest news each month, update your email address in your Motability Scheme online account. Learn more at [motability.co.uk/account](https://www.motability.co.uk/account)



Connect with the Motability Scheme

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Car Renewal 01/24