

Out & about

Motability Scheme
customer news

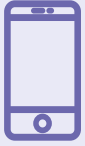
Hello

and thank you...

for leasing through the Motability Scheme! We hope that you have enjoyed your first few months with your new scooter or powered wheelchair. We want to help maximise your mobility, so please read this short newsletter which covers things that customers often ask us at the beginning of their lease, and some new information if you've been with us a while!



Motability



Technology on your side

Did you know that there's a smartphone app to help customers in the event of a breakdown? The app has been designed to allow Motability Assist to pinpoint your exact location and get to you as quickly as possible, even if you're not sure exactly where you are.

To take advantage of the app you must download it in advance of being in a breakdown situation. Go to the App Store or Play Store on your phone, search for **'Motability Recovery'** and follow the simple on-screen instructions to complete the initial set up. Then, if you ever break down, open the app and click 'Rescue me' to generate a text message with the coordinates of your exact location and simply press send.

If you struggle to set up the app on your phone, you can ask your dealer who will be happy to help; a quick conversation and a download now could save you time and worry if you do break down.



First month niggles

A new set of wheels can take a while to get used to; however we want you to be comfortable and confident in using your product right now! Customers often tell us the best way to increase their confidence is by using the product straight away. However, if there is something about the product that is stopping you, your dealer is there to help.

For example, if there is a feature on your product that you're unsure how to work, your seating position is not quite right, the controls are slightly uncomfortable or there is a noise or niggles that you're not quite sure about, please speak to your dealer so they can help put your mind at rest and sort out any issues as soon as possible.

Stay in touch!



The Motability Scheme is about more than just a new scooter or powered wheelchair. Our lease package includes everything to help keep you on the road, including information and inspiration to help you make the most of your product. That's why we aim to provide lots of helpful information on any changes or improvements to the Scheme and relevant news too, both online and to your door!

We hope that when you placed your application, you took advantage of the offer of Lifestyle, our free quarterly customer magazine.

Lifestyle is sent at the end of January, April, July and October, so now that you have been a customer for a few months, you may already have received your first issue. We also have a monthly newsletter designed specifically with scooter and powered wheelchair customers in mind which is usually sent in the first week or so of every month. If you haven't received an newsletter from us yet,

Don't forget these really important numbers!

Motability Assist for breakdown support:

0800 953 5000

Direct Line Motability (DLM) for registering an insurance claim:

0800 294 0790



it's probably because we don't have your email address. To start receiving the latest news each month, update your email address in your Motability Scheme online account (read the article inside to learn more about the online account).

There's also lots of information for customers on our website, [motability.co.uk](https://www.motability.co.uk). And if social media is your thing, we are on Facebook, Twitter and YouTube. Simply search for **Motability Scheme** and connect with us to get all the latest news, updates and videos. You can even find us on Spotify and listen to our handpicked playlists!

With all these ways of keeping in touch we hope that you'll soon feel part of the widest mobility community around!

Introducing the Motability Scheme online account



Did you know there's a new way to flexibly manage your lease and have more control in keeping your information up to date?

With a Motability Scheme online account, you can sign-in at any time to check important details and make changes to some of your key information.

It only takes a few minutes to sign up and once you've created an online account, you can enjoy a host of benefits designed to make it easier for you to look after your lease.

Benefits of an online account

There are many great features available in the online account. Currently, you can do the following:

- Save your bank details to receive refunds and payments, such as the End of Contract Payment, straight into your bank account rather than by cheque. This means that any payments will be with you in just a few days, rather than a few weeks if receiving a cheque.
- Easily check and update personal information such as your address phone number and email address, giving you peace of mind that everything is up to date.
- Find your dealer's contact details – useful if you need to arrange any servicing or repairs.
- Raise an insurance claim, saving you a call to Direct Line Motability (DLM).

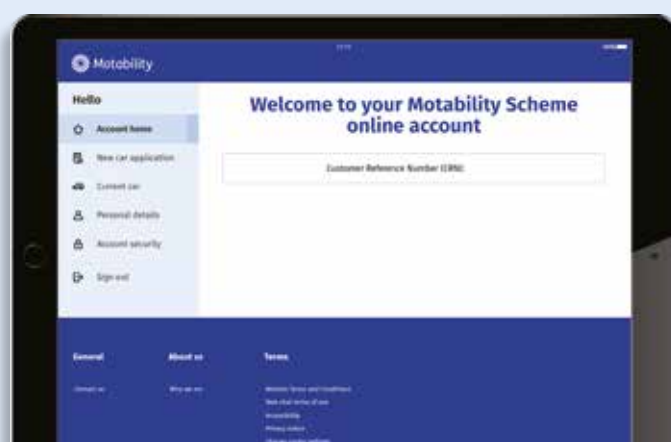
We'll also be adding more features for scooter and powered wheelchair customers in the future so keep signing in to see what's new.

Creating an account

To get started, we'll just need a few personal details such as your National Insurance number and date of birth – so that we can verify who you are. If you are an appointee, we will need your details and the National Insurance number of the allowance recipient.

Once you have created an account, you can log in at any time using your email address and chosen password.

To sign up for a Motability Scheme online account, visit motability.co.uk/account





Always be prepared!

We hope that your product will provide reliable mobility throughout the entire length of your lease. Unfortunately things can sometimes go wrong and this can result in a breakdown, which is why your lease includes comprehensive breakdown cover to give you peace of mind. To help make any breakdown situation less stressful here are our top 5 tips.

- 1 Save the Motability Assist phone number into your mobile phone **0800 953 5000** and make sure your phone is fully charged every time you go out
- 2 Ensure your scooter or powered wheelchair is fully charged before you set off – remember to allow for the return journey if you do go out on a battery that is less than full
- 3 If you have a smart phone – download the **Motability Assist** app, see the article inside for more information.
- 4 If you need to take medications at a specific time each day, it might be worth taking this with you on all your journeys, just in case you breakdown
- 5 Prepare for a delay. If you do breakdown are there small things that would make a big difference – a few snacks, an extra layer or an umbrella?

Scooter and powered wheelchair driving tips



Don't forget the rules of the road (and pavement) when you're out and about on your scooter and powered wheelchair. Here are a few things to keep in mind.

Watch your speed

Many Class 3 products have a maximum speed of 8mph, however it's important to remember that you should only travel at 8mph if you're travelling on the road. If you're travelling off road, which includes travelling on the pavement, then the speed limit is 4mph. 4mph may not seem like much, but when you compare it to the average human walking speed, which is only 3mph, it's quite fast.

Driving at a reduced speed off-road ensures you have control of your product and reduces risks of any accidents, to yourself and pedestrians. Some scooters even have an option to set the maximum speed to ensure you don't accidentally drive too fast. Your dealer will be able to advise if your product has this capability.

Look out for kerbs

When you chose your scooter or powered wheelchair, your dealer should have explained the maximum kerb height that your product can climb. Always reduce your speed, when mounting or dismounting pavements and kerbs, and if you have the option, use dropped kerbs where possible.

If you don't know the kerb height your scooter or powered wheelchair can climb or descend, speak to your dealer or refer to the manufacturer's manual supplied with your product.

Driving on the road

If you have a Class 3 product, and would like to drive it on the roads, then make sure that you follow the rules of the road, and adhere to the scooter highway code:

- Only Class 3 scooters which have been fitted with front and rear lights, indicators and a horn are permitted on the road.
- Scooters and powered wheelchairs are not permitted to drive in bus or cycle lanes.
- You must follow all road signs, signals and traffic lights.
- Make sure you stay visible, you could wear fluorescent clothing to help with this.