

Getting your next scooter or powered wheelchair





● Home

● Grocery dash

● Family feast

It's time to choose your next product

We hope you've been enjoying your product. Your lease ends in just over three months. So, now's a good time to start thinking about your next lease with us.

Choose from our wide range of products

We have over 500 scooters and powered wheelchairs to choose from, each with our all-inclusive package. See what's available at [motability.co.uk/searchscooters](https://www.motability.co.uk/searchscooters).

Remember, you'll also get:

- ☀ Insurance cover
- ☀ Service and repairs
- ☀ Motability Assist breakdown assistance
- ☀ Tyre repair and replacement



Have your needs changed?

You can choose to lease another scooter or powered wheelchair, but if your needs have changed, we have other options too.

We have a wide range of cars to choose from. And many adaptations are available at no extra cost to help make driving easier or more comfortable. Plus, Wheelchair Accessible Vehicles (WAVs) are available with the same lease package you're used to.

You can see the full range at [motability.co.uk](https://www.motability.co.uk).



Four steps to getting your scooter or powered wheelchair



Step one

Choose your new scooter or powered wheelchair

You can use our search tool to help you. You can also filter results by make, model and other features that matter to you. Visit [motability.co.uk/searchscooters](https://www.motability.co.uk/searchscooters) to get started.

Step two

Have a demonstration and order your new product

You can stay with the same dealer you used for your current scooter or powered wheelchair, or find a different one at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer).

Once you've had a home demonstration and you're happy with your scooter or powered wheelchair, your dealer will complete your order.

You'll need your:

- ☀ National Insurance number or Customer Reference Number
- ☀ Proof of identity, such as your driving licence



Step three

While you wait for your new scooter or powered wheelchair, there are some things you should do:

1 Look out for your new PIN

You might need a PIN to accept your new scooter or powered wheelchair when your dealer delivers it to your home. You can find this in your online account once you've ordered. We'll also send it to you in a letter.

2 Stay in touch with your dealer

We recommend you speak to your dealer to check when your new scooter or powered wheelchair will be ready.

3 Check your bank details are up to date

You'll return your product to your dealer at the end of your lease. Once they've confirmed it's been returned, you'll be eligible for a £100 End of Contract Payment.

We'll send this within a couple of days if you've added your bank details in your Motability Scheme online account. If not, we'll send a cheque within a couple of weeks.

If you do not have an online account yet, you can create one at **motability.co.uk/account**.



You can also use your account to:

- ☀ Easily update your personal details
- ☀ Raise a new insurance claim
- ☀ Check important details about your lease





Step four

Enjoy your new scooter or powered wheelchair

First, you'll hand back your current product. Next, it's time to meet your brand-new scooter or powered wheelchair.

Your dealer will answer any questions you have. Make sure you're completely happy with the product before you enter your PIN.

Then, you can start enjoying your scooter or powered wheelchair with peace of mind, knowing we've got you covered.



Leaving the Scheme?

We'll be sad to see you go. Just contact your dealer to agree a time to return your scooter or powered wheelchair at the end of your lease.





Connect with the Motability Scheme

All Motability Scheme vehicles are leased to customers by Motability Operations Limited. Published by Motability Operations Limited. Registered Office: 6th Floor, 22 Bishopsgate, London, EC2N 4BQ. Registered in England and Wales Company No. 1373876 Motability Operations Limited is authorised and regulated by the Financial Conduct Authority. Calls may be recorded and monitored to improve customer service.

