

ONtrack

Welcome to another year of worry-free motoring. Read on to find out the latest from the Motability Car Scheme and your chance to win an iPad mini!

Car tax goes digital!

Nearly 100 years since the launch of the humble tax disc in 1921, the DVLA stopped sending out paper tax discs from 1 October 2014. This is because all vehicle tax is now recorded online, and all the necessary authorities should be able to see the vehicle is taxed from the online record. Read on to find the answers to your most commonly asked questions:

What is vehicle tax?

Vehicle tax must be arranged on all cars before they can be used on a public road. As you receive the higher rate mobility allowance, you are exempt from paying a fee and, unless you have requested otherwise, we use the exemption on your Motability car.

What's changing?

The DVLA has an electronic record of all cars and details of which ones are taxed and have advised that motorists no longer need to display a tax disc on the windscreen of their car.

What does this mean for me?

Although the DVLA will no longer issue paper tax discs, we will continue to arrange the tax for your car. The fact you've received this newsletter and the accompanying letter is your

confirmation that your car has been taxed for another year and you do not need to do anything. You do not need to hold onto these documents as it is all recorded online.

However, please be aware that proof of tax exemption or free parking entitlement is stipulated by the relevant local authority for each area. Some councils have advised they will use the visual inspection of a Blue Badge to decide if a vehicle is eligible for free parking, whereas other wardens will check the DVLA's electronic record to confirm whether a vehicle is taxed in the disabled class. As this is still a fairly new process, you should check the parking guidelines and contact the relevant local authority in advance, to find out how they are identifying vehicles that are exempt from parking charges.

Can I see this online record?

Yes, go to gov.uk/check-vehicle-tax, click on 'Check now' and enter the registration number and make of your car. Bear in mind that the online record will only be updated with new taxation details about a week before your current tax is due to expire.

If you would like more information on the changes to vehicle tax, please call the DVLA on **0300 790 6801**.



All the latest news on vehicle tax is available at motability.co.uk/tax



12-6 months to go



Start thinking about your next car

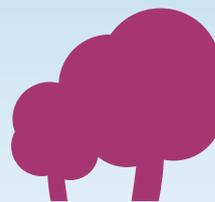
If you'd like to continue leasing through the Motability Scheme, you can place an order three months before your current agreement is due to end as long as you have at least 12 months remaining on your award. However, as lead times vary, it is worth starting your search in good time so you are ready to place your order and avoid any delay.

Top tips

- ✓ Think about what you like, or even dislike, about your current car.
- ✓ Make sure you think about the type, make and size of car that might suit you best for the next three years. For example, will you require a driver under 25 at some point throughout your lease? If so, remember younger drivers are restricted from driving some more powerful cars.
- ✓ Consider adaptations as they can make your driving or travelling experience more comfortable if your condition has changed. Many adaptations are available at no extra cost when fitted at the start of your lease. You can find out more and see some of the most popular adaptations in action at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations).
- ✓ If you find transferring from your wheelchair into a standard car and storing your wheelchair difficult, you might want to consider a Wheelchair Accessible Vehicle (WAV). For more information on WAVs go to [motability.co.uk/wavs](https://www.motability.co.uk/wavs).
- ✓ You can view the full range of cars available to lease on the website. The car search tool allows you to search by a number of different options according to your preferences and accessibility needs.

Keep up to date with service appointments

Whenever your car's service is due your dealer will contact you to arrange this. The servicing requirements for each car might be every year or at a certain mileage point. Some cars have a symbol which appears on the dashboard when a service is needed. If this appears, don't worry, but do contact your dealer and arrange an appointment as soon as you can.



3 months to go



Place your order

Around three months before the end of your contract we will send you a renewal pack to remind you that you can order your new car. This pack includes an up to date price list and a brochure which explains everything you need to know about placing your order and handing back your current car.

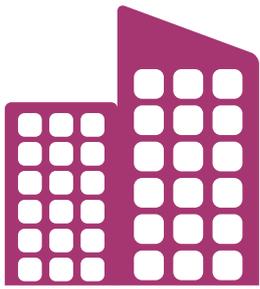
Top tips

- ✓ Once you've seen a few cars you are interested in, or you need some help knowing where to start, any one of our Motability dealers will be happy to talk you through your options. You can go to [motability.co.uk](https://www.motability.co.uk) and search for local dealers by entering your postcode. You should visit a number of dealerships to help give you a better idea of what's available.
- ✓ Make sure you test drive the cars you're interested in so you know the one you choose will be comfortable and suitable for your needs.
- ✓ Place your order with your dealer and tell them about anyone you wish to drive the car, including yourself.
- ✓ Tell your dealer if you have a personalised number plate and wish to transfer it to your new car.

Options for extending your lease

If you have driven less than 15,000 miles, or you have certain adaptations fitted to your car, you may wish to extend your lease for another one or two years. Your renewal letter will include more information on these options if they are available to you. Remember, in order to place a new application you need to have at least 12 months remaining on your award. If you have less than this, we can extend your current lease until you have confirmation of your new award.

As you approach the final year of your lease you may be thinking about what you need to do next. We've provided a timeline of key events below to help support you through the final year of your agreement.



2 months to go



Don't forget your MOT test

Your dealer should have already contacted you to arrange your car's MOT test. If not, get in touch with your dealer now. This test checks the important safety features on your car. But don't worry, most cars sail through without any problems. We will pay for the test and any repairs needed due to general wear and tear.

Who to call

From time to time you may need to get in touch with us and we want to make sure you get through to the right people straight away. Here is a handy list of all our key contacts:

Insurance call RSA Motability (RSAM) on **0300 037 3737**

Breakdown assistance

call RAC Motability Assist on **0800 73 111 73** or **0333 202 1878**

Tyre repair or replacement

call Kwik Fit on **0330 123 1531**
or book online at **motability.co.uk/kwikfit**

Windscreen/window repair or replacement

call Glassline (managed by Autoglass) on **0500 355 355**

Motability Operations

go to **motability.co.uk** or call **0300 456 4566**

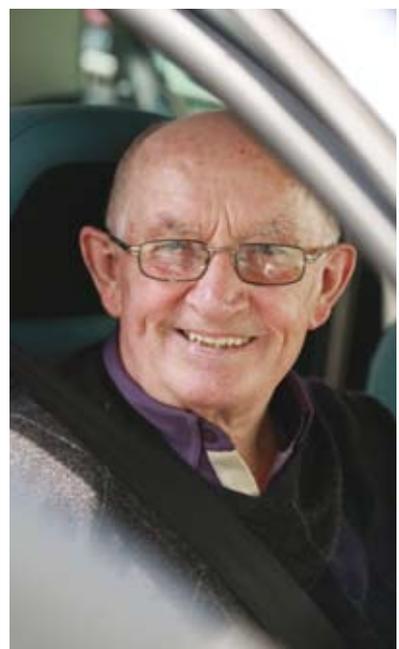
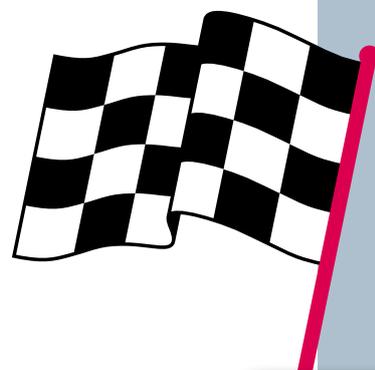




1 month to go



Keep in touch with your dealer
Stay in contact with your dealer about your new car's delivery date. Don't worry if the new car is delayed, your dealer will be able to arrange for you to stay in your current car as long as it has passed its MOT test.



Keep us up to date
If you change your name or address during your lease, it's important you keep us up to date so we have your new details. In fact, if your details do not match those held by the DVLA and DWP, there may be a delay when you place your order. The simplest way to keep us up to date is to complete the online form at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails). Once you've submitted the form you will see a page listing links to all the other partners you need to inform.
To save you any extra hassle, we'll let RSA Motability (RSAM) know about your address change so there's no need to contact them directly. Please note you will still need to let them know if you change your name or if your named drivers move address during your lease. To do this, simply give RSAM a call on **0300 037 3737**.

Handover day!



Tell us what you think!

Your opinion is really important to us, so we're keen to know what you think about this annual newsletter and whether you find it useful. To thank you for taking the time to tell us, we will enter you into our free prize draw to win an iPad mini! You can also fill out this survey online at motability.co.uk/ontrack.

Your details

Your name:

Customer Reference Number or car registration number:

Email:

Address:

Postcode:

Telephone number:

Your comments

1) How useful do you find this newsletter on a scale of 1 to 10, with 10 being the highest?

2) Which articles did you find the most interesting?

3) Is there any other information you'd like to be included?

4) In what format would you prefer to receive this newsletter?

printed newsletter email both neither (please tick one)

Tick this box if you do not want to receive emails from us.
We won't pass your information on to anyone else

Code: RNW ONtrack

Please send your completed forms to:

Freepost RTGK-RUEJ-BBTZ
The Motability Scheme
Arlite House
Century Road
Peatmoor
Swindon
SN5 5YN

Terms and conditions

1. Open to existing Motability customers only. 2. By entering the free prize draw all entrants will be deemed to have accepted and agreed to be bound by these terms and conditions. 3. Entrants must complete this form and send it back to Freepost RTGK-RUEJ-BBTZ, The Motability Scheme, Arlite House, Century Road, Peatmoor, Swindon SN5 5YN. 4. One entry per customer. No bulk or third-party entries. 5. Entries must be on the official entry form – no photocopies will be accepted. 6. No liability accepted for illegible or lost entries, or those delayed or damaged in the post. 7. There will be one draw made within 30 days of the closing date. Closing date is 30 January 2016. 8. The prize is an Apple iPad mini 16GB. 9. All qualifying entries received will be entered into the draw and the winner will be drawn at random under the supervision of an independent observer. 10. Promoter reserves the right to substitute the prize with a prize of equivalent or higher value. 11. Winner will be contacted by telephone within 30 days of the relevant draw. Delivery to one UK address included. No cash alternative available. 12. Promoter reserves the right to feature the name, location and quote of entrants in future promotions and publicity. 13. Promoter is Motability Operations, City Gate House, 22 Southwark Bridge Road, London SE1 9HB (entries should NOT be sent to this address). 14. As you are entering a free prize draw, the information we request is also to enable us to administer the draw and notify the winner.



Please turn over for more news!



Travelling abroad



Are you taking a trip abroad this year? The good news is that if you are travelling within the European Union or to Iceland, Norway, Switzerland and Liechtenstein, you are permitted to take your Motability car with you. Bear in mind that travel to, or through, any other country is not permitted.

Request a VE103

Three weeks before your trip you need to call the RAC on **0800 731 3310** to request a free VE103 Vehicle on Hire Certificate. This certificate confirms you can legally use your Motability car abroad and is valid for 12 months. You will also be offered RAC European Breakdown Cover when you call. It's a good idea to take this up as if you choose to travel without arranging breakdown cover you will be responsible for all recovery charges in the event of a breakdown.

Your insurance cover

Your insurance policy covers you for 90 days of foreign travel in any 12 month period. If you are planning a longer trip you must also contact RSA Motability on **0300 037 3737** at least three weeks beforehand.

The RAC website has some useful information on the driving rules in different countries – why not take a look at rac.co.uk/travel/driving-abroad.

Personal Independence Payment

The Department for Work and Pensions (DWP) has started to replace Disability Living Allowance (DLA) with Personal Independence Payment (PIP) for disabled people aged between 16 and 64.

The roll-out is not due to be completed until 2018, however all disabled people aged between 16 and 64 will be contacted for a reassessment, even if you currently have an 'indefinite' or 'lifetime' award. Disabled children will continue to receive DLA until they reach the age of 16, and DLA will also continue to be available for those who were aged 65 and over on 8 April 2013.

It is really important that you respond to all DWP correspondence on time to ensure that there is no disruption to your lease. If you are invited to apply for PIP and are awarded the Enhanced Rate of the Mobility Component of PIP, you will be eligible to continue leasing a Motability vehicle. However, if you are not awarded the Enhanced Rate of the Mobility Component of PIP, you will no longer be eligible for the Scheme and we will be in touch to help you return the car and support you through this transition. There will be no further lease payments or penalty charges, and you'll be offered the chance to buy the car. You can find out more about our support at motability.co.uk/pip.