

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



Keeping your details up to date

If you move address or change your name we need to know about it! The easiest way to update us is to complete our online form at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails). We'll automatically let RSA Motability (RSAM) know, however there are a few other people you'll need to keep in the loop; this includes your Motability dealer, the DVLA and the Department for Work and Pensions (DWP).

It's important that these organisations have your up to date details. If you don't update

your details you will experience a delay when you come to place an application for a new car. You could also run the risk of a hefty fine if you are stopped by the police and your driving licence doesn't have your current address on it. It's also essential that the DWP has your

correct address details to make sure your DLA renewal paperwork or invitation to apply for PIP arrives safely. Failure to respond to these important documents within the given timescales could affect your eligibility to use the Motability Scheme.



The numbers to call are:

DVLA – **0300 790 6801**

DWP – **03457 123 456**

Sign up for our email newsletter

Have you signed up for our email newsletters yet? Emails are a great way to keep you up to date with all the latest news as soon as it becomes available. We always like to keep you in the know about things which could affect your lease, and during your contract there are likely to be changes – the removal of tax discs is just one example! To be the first to know about changes and improvements, go to [motability.co.uk/signup](https://www.motability.co.uk/signup).



We're here to help

We want you to enjoy getting out and about in your Motability car, armed with the knowledge that we'll be there to support you throughout the whole of your lease. A number of industry leading suppliers help us provide you with worry-free motoring during your lease, so if you have a problem during your contract, it might not always be us that can be of most help to you. Here are all the useful contact details you'll need:

Insurance

For all insurance queries, such as reporting an accident or changing a driver, you should call **RSA Motability** on **0300 037 3737**.

Breakdown assistance

If your car breaks down, either at home or when you're on the road, call **RAC Motability Assist** on **0800 73 111 73** (or try **0333 202 1878** if you are unable to dial 0800 numbers from your mobile). If you are in the Republic of Ireland, the number to call is **1800 535 005**. The RAC is available 24 hours a day, 365 days a year.

Tyre issues

If you have a problem with your tyres, such as punctures, damage or wear, speak to **Kwik Fit** on **0330 123 1531** or book online at **motability.co.uk/kwikfit**. You can even make an appointment for their mobile service to come to you, just call **0330 123 1533**.

Glass repair

If you have a chip in your windscreen or windows, speak to **Glassline** (managed by Autoglass) on **0500 355 355**. You can arrange for a mobile repairer to come to you, or book an appointment at a nearby centre. Remember, untreated chips can turn into a crack which takes longer to fix, so it's best to get it looked at as soon as possible.

Your Motability specialist

Your managing dealer is the point of contact for any servicing, maintenance, MOT and repair enquiries.

If you have any additional queries about your lease there is a wealth of information on our website, **motability.co.uk**. Or alternatively, you can speak to one of our friendly advisors on **0300 456 4566**.

We also have a new 0300 minicom number for customers who are hard of hearing – if you have specialist minicom equipment and need to contact our Customer Services team, you can dial our textphone on **0300 037 0100**.

We recommend saving all the numbers listed on your mobile phone so you have them handy if you need them.



No spare wheel? The RAC is at hand!



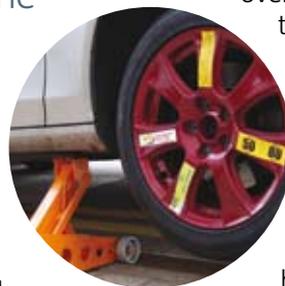
The absence of a spare wheel in new cars has caused lots of concern over the last few years. But the good news is that in response, the RAC has rolled out a universal spare wheel to help you get back on the road more quickly if your car gets a puncture.

What happened to the spare wheel?

The disappearance of the spare wheel is a result of car manufacturers seeking to improve fuel economy and reduce emissions by making vehicles lighter. Although many manufacturers provide a tyre

inflation kit in place of a spare wheel, these aren't suitable in all situations and some customers have told us they find the kit daunting to use at the roadside. RAC

patrols attending these breakdowns firstly try to fix the puncture. If this is not possible, previously, they would either collect and fit a new tyre or tow the vehicle to the nearest garage, both of which were time-consuming.



A new multi-fit solution

To combat this problem, the RAC has now rolled out a universal spare wheel. This wheel can be fitted to over 95 percent of vehicles that don't have a spare, minimising inconvenience and cutting down time on the roadside. Once the wheel has been fitted, the RAC patrol will get in touch with a local Kwik Fit centre to make sure they have a suitable replacement available in stock. You can safely drive to the local centre in your own time, and once the new wheel has been replaced, Kwik Fit will keep hold of the universal spare wheel.

Tried and tested

The universal spare wheel has been rolled out nationwide and we have had lots of great feedback from customers. So if you do get a puncture, don't hesitate to call the RAC on **0800 73 111 73**.

" I would like to compliment both the RAC and Kwik Fit for their prompt and courteous service. "

Mike Kimbery, Leominster

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

Please send your completed forms to:

Code: ONtrack STD

Freepost RTGK-RUEJ-BBTZ
The Motability Scheme
ArcLite 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, ArcLite 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.