

Out & about

Motability Scheme
customer news

Hello

and a warm welcome to your annual newsletter posted straight to your door.

In this issue, there is a reminder of why we include the cost of servicing in your lease; an update on how the breakdown service works; how we choose dealerships to support you throughout your lease and much more.



Motability

Would you like the latest news straight to your inbox?

At the beginning of 2018 we launched a new monthly newsletter, written specifically for our customers with a scooter or powered wheelchair. So, if we have your email address you will automatically receive the newsletter during the first week of each month.

If you haven't received it, it probably means that we don't have your email address on your customer record or you've previously told us you didn't want to receive Scheme News from us. But don't worry, updating your details couldn't be easier, simply visit [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails), and follow the simple steps to start receiving the latest news every month!

PS: We also have a Facebook Page too! Simply search 'Motability Scheme' on Facebook.



Supported by the best in the business

Ever wondered how we decide which dealerships can work with us to provide the Motability Scheme? With rigorous tests and standards for every dealership to meet, here's why we believe our dealers really are the best in the business.

Becoming a dealer

Any dealer that wants to provide products to the Motability Scheme must:

- 1 Have been trading for at least three years
- 2 Be able to respond to any customer problems within 48 hours, and where a product can't be repaired they must provide loan products
- 3 Provide at home assessments to ensure a product meets a customer's needs.

Not just anyone can become a Motability Scheme dealer!

It's perhaps surprising just how many shops aren't able to meet these requirements and so will never be able to supply the Motability Scheme. In fact, from the thousands of small mobility shops across the UK, there are only around 300 Motability Scheme dealerships for powered wheelchairs and scooters due to this rigorous assessment.

If a dealership passes this initial check, we meet them to check they will look after our customers to the very high standard we expect.

"We have really good relationships with our dealer network. It's a two-way process involving at least one annual visit as well as stakeholder meetings and customer service workshops. There are also award schemes and chances to win prizes and be dealer of the year," tells Jim Wood, PWS Relations Manager.

For a Motability Scheme dealer, this support makes all the difference. Camilla Griffiths is the manager of Easy Living Mobility which has seven shops in the North Midlands.

"For many of our customers, the Motability Scheme is the only way they can get a powered wheelchair or scooter and giving someone with disabilities the gift of mobility is very rewarding," says Camilla.

How this helps customers

Ultimately, the result of all of this is the very best service possible from dealers for Motability Scheme customers. We hope that your dealer meets up to these high levels of customer service and fulfils our promise of providing a worry-free package.

Motability Assist: your safety net



When you're out and about with your powered wheelchair or scooter, the last thing you need is a breakdown! With the Motability Scheme, **breakdown assistance is included in your lease**, 24 hours a day, seven days a week, to take you and your product back home.

Motability Assist works with a network of local recovery teams offering recovery vehicles and Wheelchair Accessible Vehicles similar to those used for hospitals and care homes. Because the recovery service is provided by a network with a range of different vehicles, it is really important that the controller knows the size of the scooter or powered wheelchair during the breakdown call so they can send the most appropriate vehicle to recover you and your product.

Motability Assist is available for customers 24/7

The recovery vehicle will be sent as soon as the location and vehicle requirements are known.

Depending on the situation, and the customer's need, the team may send a regular taxi to collect you, while another vehicle is sent to collect your powered wheelchair or scooter.

Kim Robinson, Project Manager at Motability Assist adds, "we have a close-knit team that works together and all our controllers are very highly trained. It's our job to get customers back safely home as soon as we can. The only time we'd maybe send a repair team out is if the tyres have a puncture."

How does it work?

Every caller is different and so controllers have to be prepared for anything. If a customer is stuck in a pedestrianized area or a shopping centre that the recovery vehicles can't access, Motability Assist will find a way to get you and your product out. Kim adds, "our controllers have faced every scenario imaginable and are able to deal with them using our network of rescue vehicles and working together as a team".

If you do break down when you're out and about simply call Motability Assist on **0800 953 5000**.

How can customers assist Motability Assist?

In the unlikely event that you do need to call Motability Assist, here's the key information controllers need to know so they can help you.

- **Your name**
- **Your location**
- **The type and size of your scooter or powered wheelchair**
- **Where you need to get to**
- **If you urgently need any medication**



News, Views & Events

If you haven't visited our website in a while you'll have missed our all new News, Views & Events section, packed with all the latest Motability Scheme news as well as helpful tips on getting out and about.

So if you're interested in finding out more about the Blue Badge Scheme; the latest updates on Personal Independence Payment (PIP); accessible places to explore or are interested in seeing films featuring our customers, why not visit motability.co.uk/news and take a look. In fact, as we publish new articles virtually every day, why not grab a cup of tea and make it part of your morning ritual?

Simple, reliable, affordable

Last time you leased a product through the Motability Scheme, it's likely that you had to pay a £100 Non-refundable Payment. We're delighted to announce that as of 1 January 2018, anyone placing an application for a scooter or powered wheelchair will no longer have to pay this.

Remember, if you're approaching the end of your lease agreement you could also benefit from the £100 End of Contract bonus. A cheque is sent at end of your agreement for all eligible customers.

It's all part of our promise to provide worry-free mobility at an affordable price.

Important numbers

Motability Assist:
0800 953 5000

If you break down or have an accident and need to get both you and your product home.

Your Motability Scheme dealer
Save their number to your mobile phone, as you'll need to contact them for any repairs, or if your product will not start while you're at home.

RSA Motability:
0800 294 0790

If you need to make an insurance claim.