



Breakdown Assistance for Drivers

In case of emergency, vehicle breakdown or traffic accident, always call:

Business Lease Assistance +420 261 000 531 (alternatively 1230)

Identify yourself with your name and company name and inform the operator of the situation you want to address.

Additionally, please have ready the identification number which is printed on the Business Lease Assistance card, as well as the license plate and VIN-serial number of your vehicle.

It is the responsibility of the breakdown service to ensure the best solution for your mobility with respect to your current situation, place and time.

All calls are recorded for purposes of quality control of the services provided (the service is provided by ÚAMK). In case you require assistance in communicating with the dispatcher of the services please call the non-stop Business Lease Hot Line:

602 349 903 - Hot Line for resolving technical issues, servicing and repairs

602 662 963 - Hot Line for resolving insurance claims

Business Lease employees will take your call provide assistance even if you have any questions or concerns in connection with the use of the vehicle.

ATTENTION! When receiving a new vehicle, the delivering dealer may advise you of a breakdown service provided by the vehicle manufacturer (usually valid for the duration of the warranty on the vehicle). For information regarding the extended services for your vehicle we recommend to contact Business Lease Assistance on **+420 261 000 531**

Summary of potential emergencies and their resolution within the breakdown assistance service:

1. In case of traffic accident, damage, will not start or is not driveable:

- a. On-site repair – the service will repair minor causes on-site so that you can continue your journey (i.e. tyre changes, dead battery, keys locked in car, etc.).
- b. Towing service – in case the vehicle can not be repaired on the spot it will be towed to the nearest authorized service.

ATTENTION! In case you are not certain how to proceed in case of accident (i.e. if required to contact the police), please call our Hotline on **+420 602 662 963**.

2. Substitute vehicle:

In all cases where it is not possible to continue your journey with your vehicle, you are entitled to a substitute vehicle.

Bearing in mind the actual situation, time, place and actions required to ensure your immediate mobility, you may in certain cases be provided with a vehicle which is a category lower than that of your vehicle.