

# ONtrack



“ Welcome to another year of worry-free motoring. As you are approaching the last year of your current lease, we’ve put together a special edition of ONtrack which provides you with the latest news from Motability and guides you through what you need to do over the next 12 months. ”

## Have you got our new 0300 number?

We now have a 0300 number which could make it cheaper for you to call our Customer Services team. 0300 numbers are reserved for not-for-profit organisations, charities and public sector bodies, and have a number of benefits:

- ✓ Regular landline rates apply, even from a mobile phone
- ✓ The number will be included in any inclusive minutes and free call packages
- ✓ These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

So if you need to call us, why not try **0300 456 4566**. You will notice that this new number will gradually replace the 0845 456 4566 number in our letters and brochures, however please note that the 0845 number will continue to work in the same way.

If you have access to the internet, don't forget that the most cost effective and convenient way to access information is through **motability.co.uk**. However if you do need to call you can use the 0300 number, safe in the knowledge that you will not have to pay over the odds for the call.



## Alternative number for the RAC

If you need to get in touch with the RAC, the main number is **0800 73 111 73**. However, some customers have told us that they've had trouble dialling 0800 numbers

from their mobile. In response, the RAC have set up an alternative number – **0333 202 1878**. So if you are calling from a mobile, and 0800 numbers are not included in your

package, you may prefer to call this alternative number as regular landline rates apply.





## 12-6 months to go



### Start thinking about your next car

If you'd like to continue leasing through Motability, 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, with manufacturers reducing car production during recent economic difficulties, 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**.
- ✓ If you use a wheelchair and 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**.
- ✓ 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.

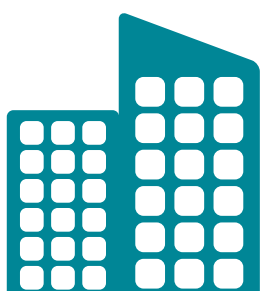
#### Top tips

- ✓ 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** 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**



**Time for an MOT test**

Your dealer should have already contacted you to arrange your car's MOT test. This test checks the important safety features on your car. But don't worry, most cars sail through without any problems. Motability 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 **0500 37 37 37**

**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**

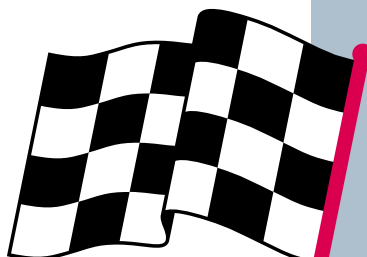
**Windscreen/window repair or replacement**

call Glassline on **0500 355 355**

**Motability Operations**

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





## 1 month to go



### Look out for your new tax disc

We'll send you a new tax disc if you need one about 10 days before your current tax disc expires.

### 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 **0500 37 37 37**.

## Handover day!





# Fun days out

Spring is a great time to get out and about and explore new places. So here at Motability, we want to hear about the fun days out you've had with your car.

Do you have a favourite place which you'd like to recommend to other customers? Perhaps you've explored a beautiful village, visited a historic house or enjoyed a trip to a zoo? Let us know by filling out the form below and including the place name and a short description of why

## Your details

Your name:

Customer Reference Number or car registration number:

Email address:

Address:

you think it's a great day out. Alternatively you can fill the form out online at [motability.co.uk/fundaysout](http://motability.co.uk/fundaysout). To thank you for taking the time to tell us, we'll enter you into a free prize draw for your chance to win a brand new Panasonic Lumix digital camera! Your recommendation could also appear on our website and in future issues of Lifestyle.

Did you know that we've worked with Rough Guides to produce *The Rough Guide to Accessible Britain*? If you want to see the latest edition, or write a full review about your fun day out, you can visit [accessibleguide.co.uk](http://accessibleguide.co.uk). The online guide includes hundreds of ideas for days out across Britain, all visited and reviewed by Rough Guides' team of disabled reviewers and their families.

Postcode:

Telephone number:

I took a trip to:

I'd like to recommend this as a great day out because...

(maximum 20 words)

Code: ONtrack

☐ From time to time Motability would like to email you to keep you up to date with all our latest news. If you'd rather **not** receive emails from us, please tick this box.

Please send your completed forms to:

**Freepost RTGK-RUEJ-BBTZ**  
**Motability**  
**Arclite House**  
**Century Road**  
**Peatmoor**  
**Swindon**  
**SN5 5YN**

As a thank you for taking the time to let us know, we'll enter your details into the free prize draw to win a digital camera!

## 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 the "Fun days out" form and send it back to Freepost RTGK-RUEJ-BBTZ, Motability, 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 16 June 2014. 8. The prize is a Panasonic Lumix DMC-XS3 Compact Digital Camera. 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!



# Personal Independence Payment and the Motability Scheme

As part of its welfare reform programme, the Government has started to replace Disability Living Allowance (DLA) with a new benefit called Personal Independence Payment (PIP) for disabled people aged between 16 and 64.

We want to reassure all of our customers that the Motability Scheme will continue to work with PIP in the same way as it does with DLA. As long as you continue to receive one of the following allowances, you will be eligible for the Scheme:

- ✓ The Higher Rate Mobility Component of DLA
- ✓ The Enhanced Rate of the Mobility Component of PIP
- ✓ The War Pensioners' Mobility Supplement
- ✓ The Armed Forces Independence Payment.

You do not need to do anything until the Department for Work and Pensions (DWP) contacts you, but it's important to respond to the invitation within the given timescales. If you are invited to apply for PIP as you approach the end of your current lease, you can choose to extend your lease until the outcome of the reassessment is known. If you are awarded the Enhanced Rate of the Mobility Component of PIP, you should not experience any disruption to your Motability lease as you move from one benefit to the other.

However, if the DWP decides you are not eligible for the Enhanced Rate of the Mobility Component of PIP, unfortunately you will no longer be able to use the Motability Scheme. Due to the unexpected and exceptional nature of these changes, we plan to provide customers who joined the Scheme before January 2014, with a one-off transitional package of financial support and advice regarding alternative mobility arrangements.

If the DWP informs us that you are not eligible for PIP, we will write to you giving you more information specific to your situation. This will include a personalised letter which outlines the transitional support package that may be available to you if you return the car within 21 days of the DLA payments stopping. This will give you approximately six weeks from when you receive our letter to plan for the car's return. We will also enclose our 'Staying mobile after Motability' guide which includes advice on buying a second hand car, information on insurance, maintenance and other mobility solutions.

All the latest information about PIP and our transitional support is available at **[motability.co.uk/pip](http://motability.co.uk/pip)** and in *Lifestyle*, our quarterly customer magazine. A flyer outlining the details of the package will also be included in the letter which is sent to you three months before the end of your current lease.



Keep up to date with all the latest news and Scheme improvements at **[motability.co.uk/news](http://motability.co.uk/news)**