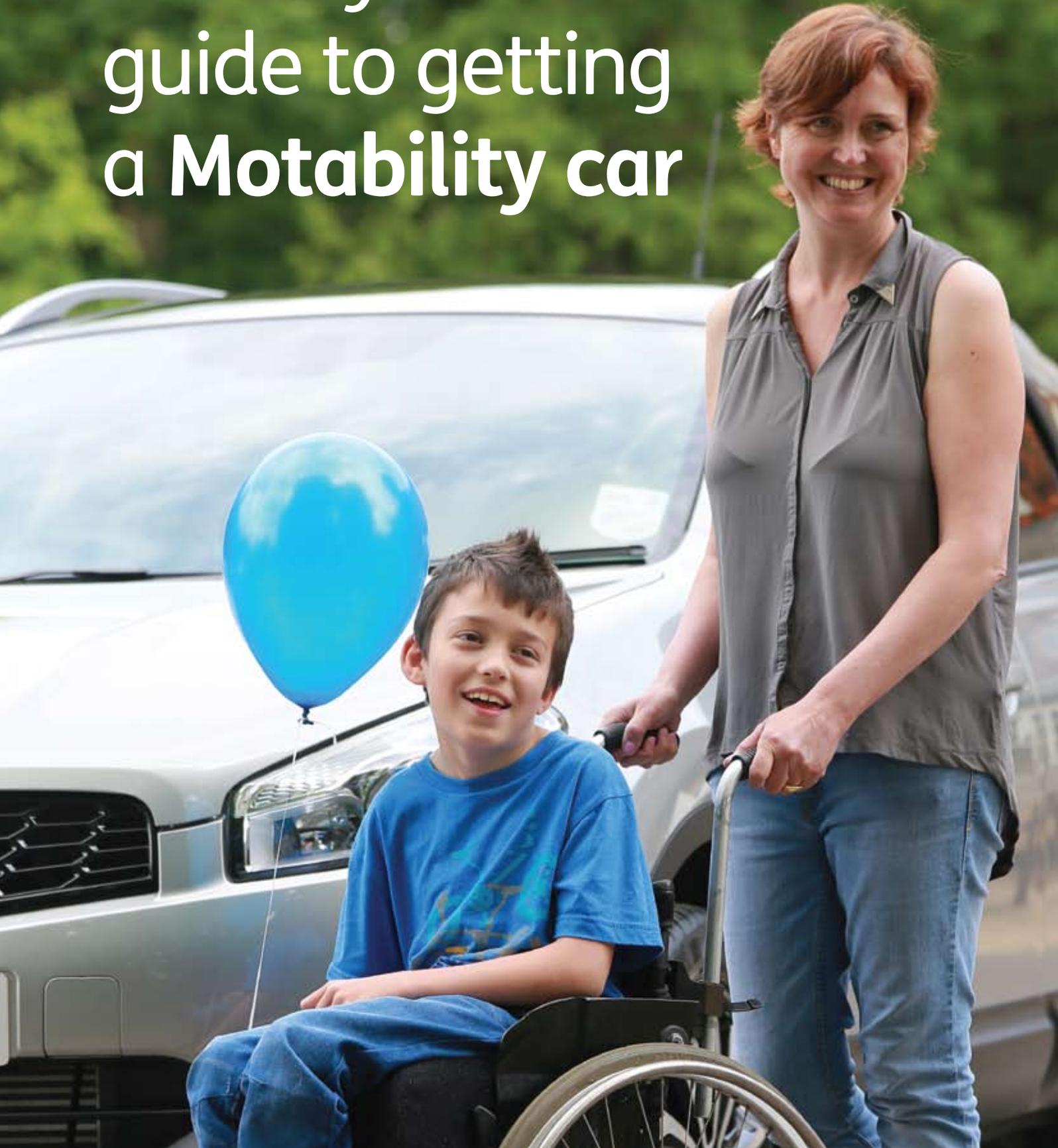




Motability

The leading car scheme for disabled people

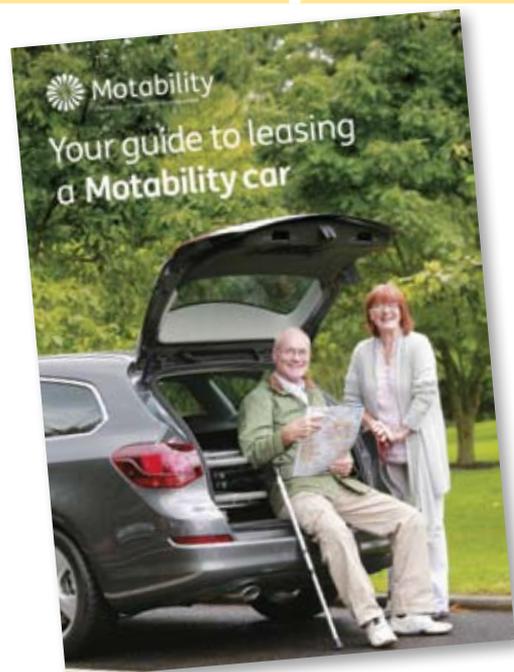
An easy read guide to getting a **Motability car**



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This brochure is a summary version of 'Your guide to leasing a Motability car'.

If you would like to receive the complete guide or find out more about Motability please call **0800 093 1000**.



How it works

With Motability you simply exchange your higher rate mobility allowance to lease a brand new car for 3 years.

All you will have to pay for is the petrol.

You don't have to be able to drive yourself. You can get up to 2 other people to drive for you.

There are hundreds of cars to choose from.

What is a lease?

A lease means that you can use the Motability car for 3 years and will give it back to us at the end of the agreement. You can then lease another car if you wish.

You can join Motability if you receive one of the following mobility allowances:

- The Higher Rate Mobility Component of the **Disability Living Allowance**
- The Enhanced Rate of the Mobility Component of **Personal Independence Payment**
- The **War Pensioners' Mobility Supplement**
- The **Armed Forces Independence Payment**

To check if you receive one of these mobility allowances, contact the Department for Work and Pensions helpline on **03457 123 456**.

This is what you get

Everything here is included:

✓ A new car of your choice every 3 years

✓ Insurance, servicing, repairs

✓ Full RAC breakdown assistance

✓ Tyre and windscreen replacement

✓ You can have up to 2 drivers

✓ You can drive up to 60,000 miles over 3 years

✓ Many adaptations at no extra cost



We take care of everything

● You can choose a new car every 3 years.

You can choose from a wide selection of cars including:

- Family sized cars
- Small city cars
- Large estate cars
- Wheelchair Accessible Vehicles



For some cars you will have to pay some money upfront which we call an Advance Payment.

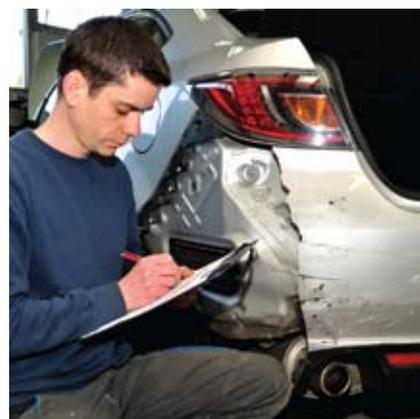
But you can choose from over 400 cars where you have to pay nothing more than your weekly allowance.

Some cars will cost less than your weekly allowance leaving you some money to spend however you choose.

● Insurance

We include an insurance package covering up to 2 named drivers. You don't have to be one of the drivers.

This insurance will pay for repairs if you have an accident.



● Servicing and repairs

Motability will pay for regular servicing and repairs.

You will have no unexpected repair bills.



● Breakdown

If you break down you just have to phone the RAC on **0800 73 111 73**.

A trained mechanic can come out and try to fix your car and help you get home at no extra cost.



● Car tax

Motability will sort out the car tax for you.



Driver & Vehicle
Licensing
Agency

● Tyres

For no extra cost Kwik Fit will replace any tyres that are worn or damaged.



● Windscreen

If anything happens to your windscreen we will repair or replace it for no extra cost.

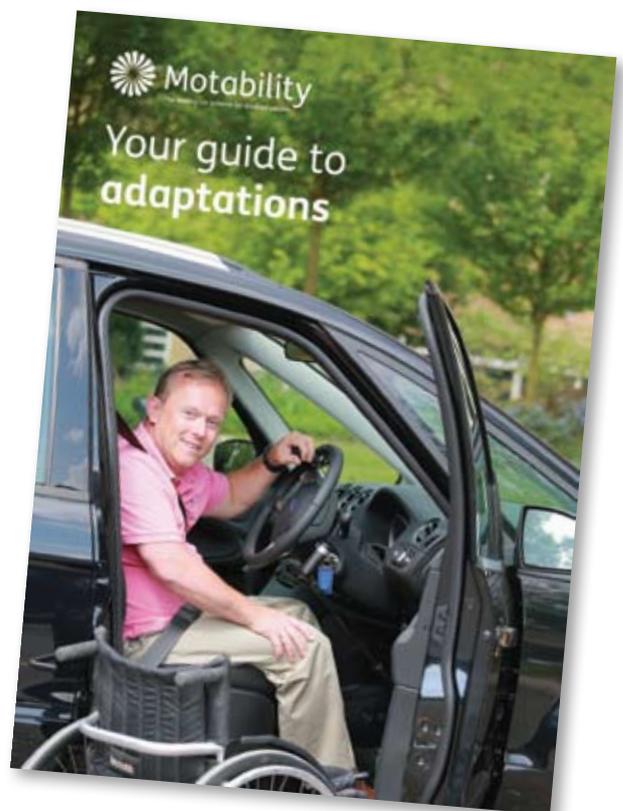
● 60,000 miles

With Motability you can drive 60,000 miles in 3 years. This will probably be much more than you need.

● Adaptations

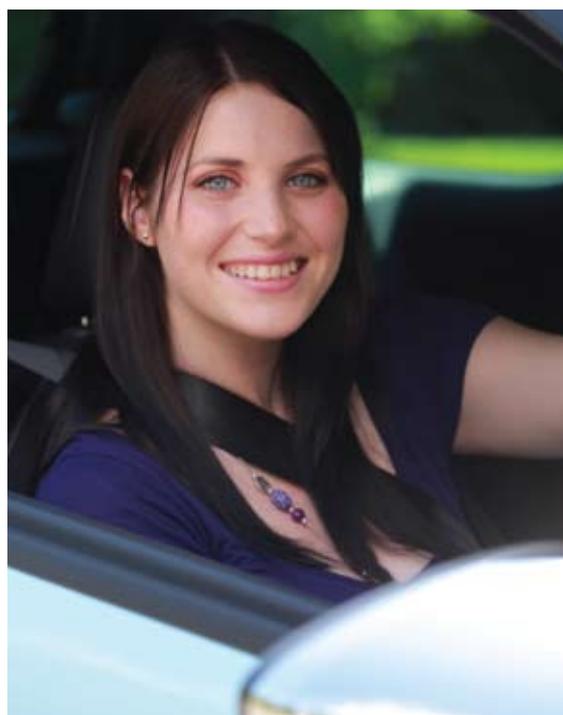
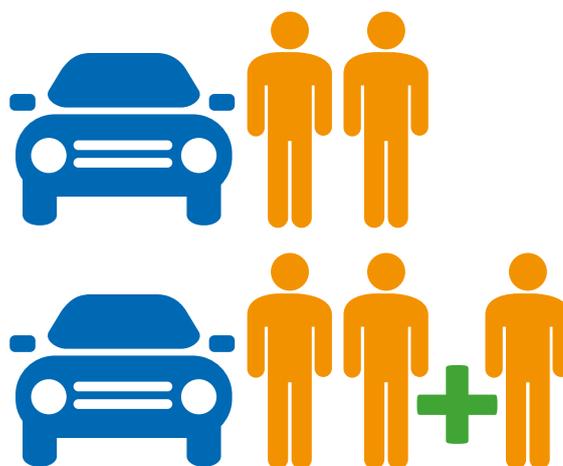
If you need an adaptation to make your car more comfortable or safer these will be fitted at the start of the lease. Many adaptations will not cost you any extra.

There is a separate guide called 'Your guide to adaptations' which will tell you more or you can go to **motability.co.uk** to find more information.



Who can drive your car?

- 2 named people can drive your car. They can be yourself, family, friends or carers. You may be able to add a third driver for an extra cost
- Named drivers should live within 5 miles of your home
- Drivers aged under 25 are only allowed to drive certain cars
- Only 1 driver under age 21 is allowed and they must live at your address
- Drivers who have broken the law may not be allowed



We may include other drivers if you need them to get around.

If you have any questions about who is able to drive you should phone RSA Motability on **0500 37 37 37**.



Understanding the rules

You must make sure that:

- ✓ The car is only used for your benefit
- ✓ Only the named people can drive
- ✓ You let us know about any changes that might affect the lease
- ✗ The car must not be used as a taxi or delivery vehicle
- ✗ The car must not be lent or sold



You are responsible for paying:

- Petrol or diesel and other things like screen wash and de-icer
- Extras that aren't standard like leather seats
- Some adaptations
- The excess of any insurance claim. You need to pay the first part of any claim, the insurance company will pay the rest
- Parking fines or speeding fines
- Theft or damage to your personal belongings



What to do next

- Go online

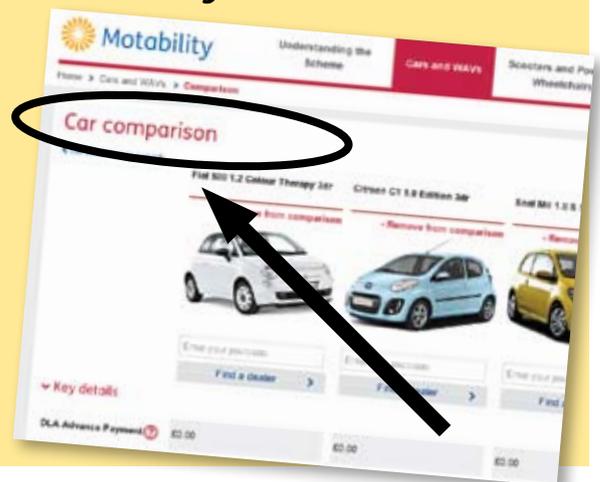
Look at our website
motability.co.uk



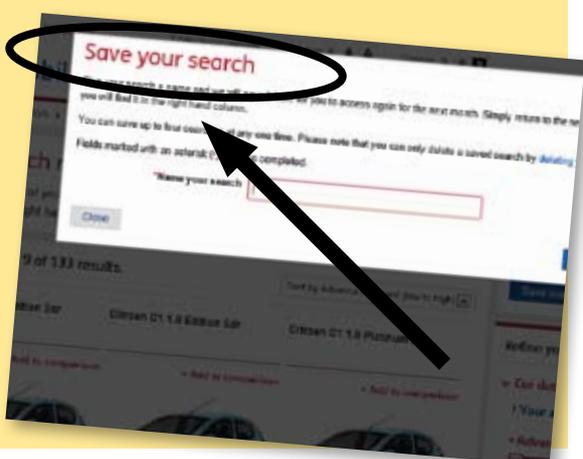
You can search the full range of cars.



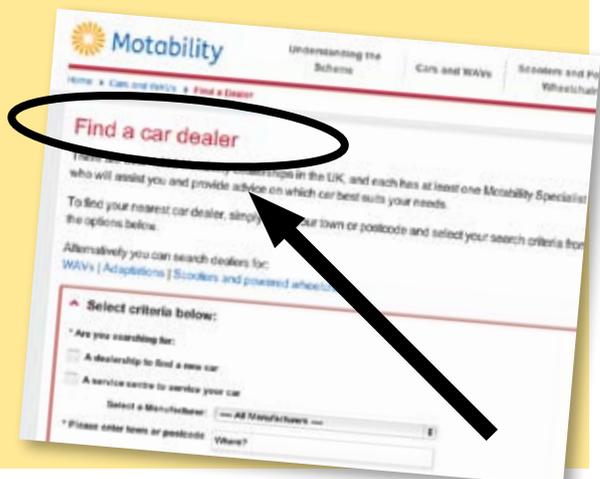
You can compare up to 4 cars side by side.



You can save your searches.



You can find your local car dealer.



● Visit a dealer

There are nearly 5,000 Motability dealers and each one has a Motability specialist to help you.

You can get the phone number of your nearest one from motability.co.uk or phone **0800 093 1000**.

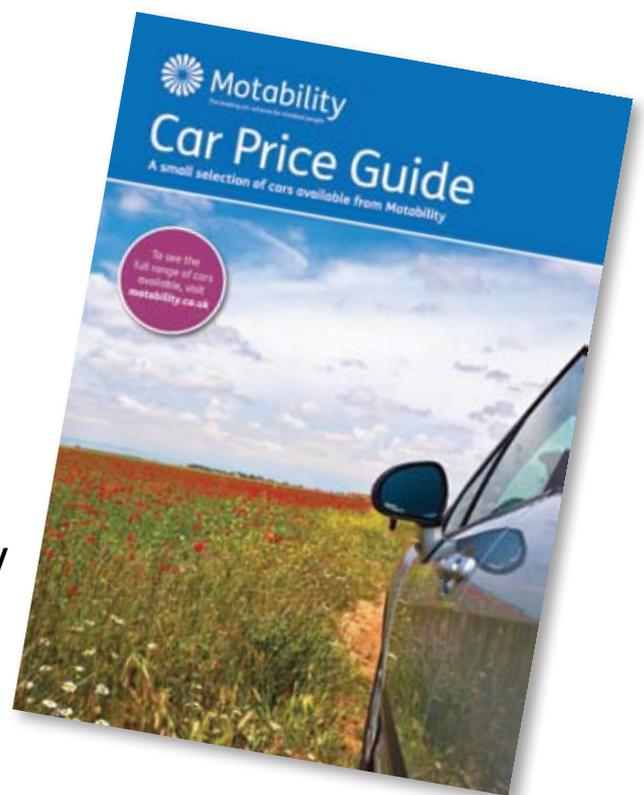
● Book an appointment

Telephone the dealer to make sure you get to see the Motability specialist.

● Choosing the right car

Choosing a car is a big decision. Here are some tips:

- Look at the Motability Car Price Guide or go to motability.co.uk for advice
- Take someone with you
- If you use a wheelchair or any other aid, take it with you
- Tell the dealer about any extras that you want



- Visit a few different dealers
- Take the car out for a test drive
- If you are going to nominate a driver, they should take the car for a test drive too

● Order your car

When you have chosen your car, the dealer will complete the ordering process with you.

You will need to take:

- ✓ **Certificate of entitlement**
- ✓ Proof of address (a recent bill)
- ✓ Both parts of your driving licence
- ✓ Named drivers' driving licences and consent
- ✓ Details of any accidents or driving penalties that any of the drivers have had



The **Certificate of entitlement** proves what allowances you receive. You should get this from the Department for Work and Pensions (DWP).

DWP Department for Work and Pensions

● Deposits and Advance Payments

If you have to pay something towards your car you will need to pay before you collect your car.



● Keep hold of your PIN

After your dealer has processed your order we will send you a letter which will have your Personal Identification Number (PIN). This takes about 2 weeks.

You should keep your PIN in a safe place. You will need it when you collect your car.



● The delivery date

Your dealer will tell you when your car will be delivered.

Your allowance will be transferred to Motability from the date you get your new car.



● Collect your car

This is the part you have been waiting for - driving away your brand new Motability car.



You will need to take:

- ✓ Your driving licence
- ✓ Your acceptance letter and your PIN
- ✓ Any other payment you need to make

Your dealer will show you around the car. If there is anything that you don't recognise you should ask.

You will be asked to sign your lease agreement and insurance documents.

You will leave the dealership with:

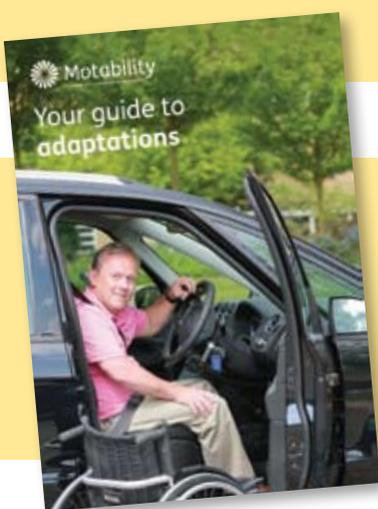
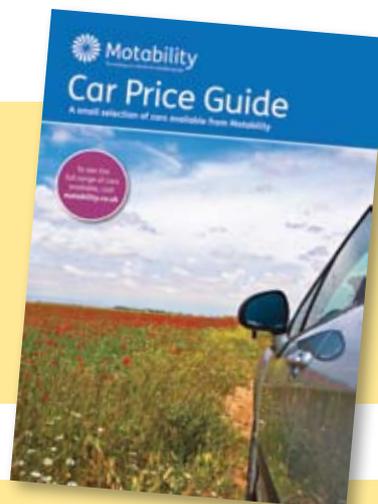
- Your new car
- Your welcome pack with your Motability Handbook
- Your copy of the lease agreement and insurance documents
- A smile on your face!



Want to know more?

You can download these free guides from the website motability.co.uk

Car Price Guide for a list of some of the cars available. The full list of cars is available on our website.



Adaptations Guide for more information on adaptations.

Wheelchair Accessible Vehicles Guide for more information on vehicles where you can travel in your wheelchair.



Or phone Motability on
0800 093 1000



motability.co.uk

Telephone: **0800 093 1000**



Motability Operations Limited is the principal service provider to Motability and the Motability Scheme.
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Calls may be recorded and monitored to improve customer service.
Please note that quoted customers are not pictured.

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EASY READ CAR
INTRO 2014