



Welcome to the CarSharing of the future.

Discover our guide on frequently asked questions on how the service works.

## **REGISTRATION**

To register with LeasysGO! you need to be at least 18, hold a valid driving licence and a credit card. Registration in the "Pilot" phase is allowed to selected employees of the companies of the Stellantis/ FCA Bank group. You can register through our LeasysGO! App by following the instructions online. After the Pilot phase, it will be necessary to purchase on amazon.it a voucher to register for the annual subscription and then convert this voucher on [go.leasys.com](http://go.leasys.com) or app to access the subsequent phases. For customers with an Italian driving licence: During the registration to the service have ready: ID card, tax code, Italian B driving licence and payment (credit or prepaid) card under your name. For customers with non-Italian driving licences: You can register with LeasysGO! also if you have a driving licence issued by one of the following countries: Austria, Belgium, France, Germany, Italy, Netherlands, Portugal, United Kingdom, Russia, Spain, Switzerland and USA. At the end of the registration, after the data and the document are verified, you will receive from LeasysGO! an e-mail confirming the registration.

## **RESERVATION**

Check the map on the LeasysGO! App and find the vehicle that you want to book. Your reservation will last 15 minutes. After these 15 minutes, your reservation will expire at no cost for you and, if you want, you can book another vehicle. However, please note that a reservation makes a vehicle unavailable to other users. As such, to provide the best possible service for everyone, the LeasysGO! team may analyse the data on cancelled or aborted reservations. The vehicles are in the coverage area of the city where LeasysGO! is active. The vehicle can be used also outside the coverage area but the rental can be ended only after you return to the coverage area. As you approach the vehicle that you rented, you may turn on the lights through the LeasysGO! app, so as to find it easily. At the end of the reservation, you will see the confirmation screen on the app and will receive also a notification email with the details.

## **UNLOCKING THE VEHICLE**

As you reach the reserved vehicle, you will be able to unlock the doors of your Fiat 500e through the app by entering the PIN associated with your profile. Thus, all you have to do is push the button "UNLOCK VEHICLE".

## **INSPECTING THE VEHICLE**

Once you have opened the vehicle, check its interior and exterior, its documentation and locate the ignition key. Fill the short questionnaire proposed by the app on the inspection you just completed.

The questionnaire is not mandatory. If you do not fill it, you can still go ahead with the rental but it will mean that the inspection was positive. If you find that something is wrong with the vehicle (damaged or very dirty vehicle, missing keys), you can refuse the rental, but you will be required to state the reason on the questionnaire. In this case, you can release the vehicle and rent another.

## **START...GO!**



Once the vehicle is unlocked and you checked that everything is fine, you can turn on the ignition, start the engine and begin your ride. You can start the engine by pushing the specific button and will not need to use the key, which in any case must be in the car (glove compartment).

### **DURING THE RIDE**

During the ride you can drive in the coverage area or outside it as long as you want, but you cannot leave the Italian territory. You can have passengers (make sure you comply with the Covid-19 rules – stay informed by visiting <http://www.salute.gov.it/nuovocoronavirus>).

Please keep in mind that inside the LeasysGO! vehicle no smoking is allowed.

With the LeasysGO! vehicles you can drive in restricted city centre areas and park in spots marked by blue lines but you cannot drive in preferential, reserved lanes.

You can drive only in Italy, in or out the coverage area, in keeping with the rules of the road, the civil code, the penal code and, in general, with utmost care.

Please note also that to release the vehicle, and end the rental, you need to park within the coverage area, in a permitted parking spot. Thus, you cannot leave the vehicle in a metered parking lot, in no parking spot, on yellow stripes, in disabled parking spaces, in places that obstruct the free passage of cars, in private properties.

### **TEMPORARY PARKING AND RENTAL END**

To end the rental, park the vehicle in the coverage area, in permitted spaces, such as blue stripes and dedicated stalls, and push the button "end rental". Outside the coverage area, the end rental function is disabled.

If you want to make a temporary stop, push the pause button through the app.

Remember to take the keys with you as you get out of the vehicle and to lock it if you need to go somewhere.

As you get back, please remember to put the keys in the Vehicle's glove compartment.

Please, bear in mind that you cannot end the rental:

Outside the coverage area;

In private and company parking areas and in general in parking areas subject to opening/closing hours (e.g. supermarket parking areas or multi-storey metered parking areas).

In time-restricted free parking spaces (parking disc);

In time-restricted free parking spaces for the next 48 hours (e.g. street cleaning or street markets).

In parking spaces reserved to disabled people, police, product delivery, Taxis, institutions or diplomat corps.

Before getting out of the car, check that you closed the windows, turned off the lights, pulled the emergency brake and locked the doors. Only after all that, you can press "end rental" on the app.

Wait a few seconds and the app will confirm that the rental was ended successfully.



## **SAFE DRIVING**

LeasysGO! vehicles are equipped with a geolocation device which makes it possible to check the use of the vehicles in terms of maximum speed reached and dynamics of any accident occurred during rental.

## **RENTING IN HEALTHCARE POST EMERGENCY**

Driving a car is the safest way to move. In fact, it enables us to avoid taking crowded buses but, most of all, to move as we wish. A survey on the use of cars in the post-Covid period shows that 75% of respondents said that they will use a car for both short and long journeys, For us it is important to ensure passenger safety, that's why LeasysGO! vehicles are constantly sanitized by the staff responsible for recharging and cleaning. For your safety and that of others, use always a responsible driving style.

## **E-PARKING LEASYS**

Should you come across an e-Parking LEASYS, you can just leave the vehicle and go away without any problem. These are parking spaces reserved for vehicles of the Leasys fleet, including those of LeasysGO!. You don't need to worry about recharging the vehicle; our dedicated team will do that.

## **WHEN AND HOW TO PAY**

The minutes used up during the ride will be deducted from your card.

At the end of every rental, you will receive an email summarizing the information of the ride and the vehicle used. In your personal profile you will have available the details of the rides taken and any additional costs not included in your subscription, such as: administrative expenses to notify traffic violations, claim management, minutes in excess of those available, etc.

The complete list of all the cases is shown in the price list attached to the Terms and Conditions of the service. To Pay, use will be made of the credit card or the prepaid card entered in the profile during the registration process.

## **PERSONAL IDENTIFICATION NUMBER ("PIN")**

The four-digit PIN that you chose during the registration process will be validated via the e-mail and SMS sent to confirm the registration. This is a personal code that will not change, which you will need to enter in your smartphone for every rental to unlock the vehicle. Your PIN is strictly personal and is not transferable to third parties. If you suspect that your PIN is being used by other people, please contact at once LeasysGO!'s Customer Service, to report the problem. If you forget or lose your PIN, go to your LeasysGO! profile in the dedicated section to request a new one. Alternatively, you can call Customer Service at the toll-free number to generate a new PIN. However, Customer Service does not know your PIN, and will not be able to provide it by phone.

## **USER PROFILE**

The user profile created at the time of registration is necessary to use the LeasysGO! service. In fact, it contains all personal and vital data, the driving licence, your email address, payment methods and the consents to receiving notices and commercial information. Certain information can be modified anytime, other cannot. Below are the details of all the activities that you can perform in your personal profile.

**Email change:** Your email address is paramount to use the LeasysGO! services. This address will be used to send notices, confirmations of vehicle reservations, rental invoices and important alerts such as the expiration of the driving licence. If you want to change your email address, you can access your user profile on the web site or from the app and update it.

**Change the data of the Italian driving licence:** You can change the data of the Italian driving licence entered in the registration phase anytime. For example, if it is expired or if you lost it, and you have a new one, you can access your personal profile from the web site and update the data of the driving licence.

**Change the payment method:** If you want to change the payment method entered in your LeasysGO! profile you can do so on the web site or on the app.

## **CANCELLATION**

If you want to cancel your registration with the service or discontinue your subscription, you can do so freely anytime you want. All the details are available on the Terms and Conditions of the LeasysGO! service.

## **ACCIDENT OR VEHICLE THEFT**

The first thing to do in these cases is to call promptly Customer Service to describe the type of accident, the damage to the vehicle and to give the address where you are.

You will be given all the necessary instructions, depending on the situation.

In case you are asked to fill a direct compensation agreement (CID) form, this is available in the vehicle's glove compartment (remember to leave it in the same place).

1) If it is necessary for an operator to come to the site:

Unless you need medical care, please stay on site until the operator arrives. You will need to give the operator the CID forms filled after the accident and any report issued by the authorities that intervened.

2) If it is not necessary for an operator to come to the site:

Remember to leave the CID forms and any report in the vehicle's glove compartment. Even if the vehicle works, it is still necessary to contact Customer Service. If the vehicle can no longer be used, Customer Service will end the rental from the control room.



## **CUSTOMER SERVICE**

Customer Service can be reached by calling the toll-free number 800-920900. For emergencies such as road assistance or problems with the rented vehicle, Customer Service is active 7 days a week, 24 hours a day.

## **BREAKDOWNS**

If the vehicle is in a parking space in the service's coverage area, call LeasysGO! Customer Service to describe the problem and to provide the exact address where the vehicle is parked. It will not be necessary to wait for the operator.

If the vehicle is in a no parking space or outside the coverage area: call LeasysGO! Customer Service to describe the problem and to provide the exact address where the vehicle is parked. Wait for the LeasysGO! operator to arrive on site.

In case the vehicle breaks down beyond 50 km. from the coverage area of the service and more than 24 hours are required to repair it, LeasysGO! will pay for your return or continuation of the journey (train, airplane and any overnight stay) within the limits set by the Rules.