

it's easy!

you choose the car, we do the rest

your complete guide to the
Motability Car Schemes



Motability

The leading car scheme for disabled people

Leave it all behind
we'll guide you through...

step 1
eligibility
am I eligible?.....5

step 2
choose a scheme
contract hire7
hire purchase.....9

step 3
choose a car
choosing the right car.....11
model types.....12
visiting your dealer.....17

step 4
your application
ordering your new car.....21

useful contacts22

for more info please call us on
0845 456 4566



Motoring means the freedom to come and go, to shop, to work, to get the kids to school. It means staying in touch, making a difference – and getting more out of life.

Enjoy more...

Getting a new car has never been easier or more affordable.
You choose the car, we do the rest!

That's why Motability is your perfect motoring partner. For hundreds of thousands of disabled people, and their families, it's the key to trouble-free motoring.

Through Motability, you simply exchange your mobility allowance for the car of your choice.

Most customers opt to lease a car through the Contract Hire Scheme. You get to choose a reliable new car every three years from a wide range of over 3,000 cars from all the leading manufacturers. Insurance, maintenance and breakdown cover are all included, leaving you with no unexpected bills to worry about.

You can also lease a Wheelchair Accessible Vehicle (WAV) on a five-year agreement, or buy a new or used car on hire purchase over three to five years.

This guide takes you through the detail of what Motability offers and aims to answer some of the most common questions about the Scheme. Accompanying this guide you will find information on current prices and a DVD about the Car Scheme.

Did you know...

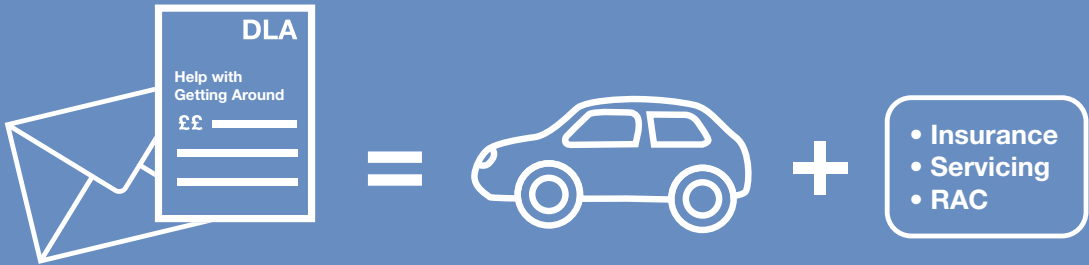
- ✓ insurance
- ✓ repairs
- ✓ breakdown cover

and more, are all included





step 1
eligibility



If you don't drive you can apply for a car as a passenger and propose up to two other suitable people as drivers.



Am I eligible?

To use any of the Motability Schemes, you must be receiving one of the following benefits:

- Higher Rate Mobility Component of the Disability Living Allowance (Currently £46.75 per week)
- War Pensioners' Mobility Supplement (Currently £52.25 per week)

You should expect to receive the allowance for the full length of the agreement you choose. But we welcome Contract Hire applications as long as you have at least 12 months' award length remaining when you apply.

No waiting lists | no credit checks | no assessments.

A parent or carer can apply on behalf of a child aged three or older, who is receiving the higher rate mobility allowance.

You will need to tell us about anyone you wish to drive the car, including yourself if you intend to drive.

Proposed drivers must not have any serious driving convictions, disqualifications, or endorsements within the last five years. There are also some restrictions on drivers under 25 and those with provisional licences.

Mobility allowances are normally renewed by the Department for Work and Pensions (DWP) at the end of their term. In this case, the transfer of your allowance to pay for the car will continue automatically. However, should your allowance come to an end while you are a Motability customer, you will need to return the car, unless you successfully appeal to the DWP and your allowance is reinstated.

Who runs the Motability Scheme?

The Motability Scheme has supplied over 2 million cars and powered wheelchairs to disabled customers since it was set up by the Government in 1978. The Scheme is directed and overseen by Motability, a national charity that also raises funds from voluntary sources to provide financial assistance to people who would otherwise be unable to join the Scheme.

Motability Operations is the company responsible for the finance, administration and maintenance of Motability Scheme cars.

A photograph of a woman and a child looking up at the sky. The woman is in the foreground, wearing a blue shirt, and the child is behind her, wearing a red and white striped shirt. The background is a clear blue sky.

step 2
choose a scheme

A smooth ride comes as standard

"I never considered a brand new car until I heard my higher rate mobility allowance would cover almost everything."

a new Motability customer

95% of Motability customers choose Contract Hire – a leasing package with everything included. It's the most affordable option in the market and offers unbeatable value.



'Contract Hire' means worry-free motoring

Offering the convenience of a single, regular payment that includes insurance, maintenance and breakdown cover.

What the Scheme covers

Many cars are available simply by exchanging the full Higher Rate Mobility Component of your allowance, including any increases during the agreement, for a car. This regular payment to Motability gives you:

- **A new car** of your choice every three years
- **Insurance and personal accident cover** for driver and passengers
- **Servicing and maintenance** by your Motability dealer
- **Full breakdown assistance** from RAC
- **Annual tax disc** sent directly to your home (except in Northern Ireland or the Isle of Man)
- **60,000 miles** allowance over the three years of your agreement
- **Free replacement tyres** fitted by Kwik-Fit
- **Window or windscreen repair or replacement**
- **Over 4,500 Motability Dealers** to choose from
- **One-stop customer helpline**
- **Help with transport** (where possible) when your car is being serviced or repaired.

Motability's 'hassle-free' policy continues right to the end of your agreement. There's no worry about re-sale prices, getting the right deal from a garage or advertising to find a buyer; simply hand back the car at an agreed time and place as soon as your new car is ready.

Increasing your choice with an advance payment

While there are over 200 cars on the Scheme currently available with no advance payment, some more expensive or larger cars require an initial advance payment to cover the difference between the cost of the car and your allowance. This can vary from as little as £50 to several hundred pounds. The Car Price Guide will give you more details about current deals.

If you already have a privately owned car that you are planning to sell before joining Motability, why not visit the 'Find a Dealer' search on the Motability website, www.motability.co.uk, to see if your local dealer offers a trade-in service?

What if I choose a cheaper car?

Some smaller, less expensive cars do not require the whole of your allowance to be used. In this case, you will continue to receive the rest of the allowance as normal, as well as any increases made during the agreement.

More than 200 cars, including automatics, are available to drive away with no advance payment.

What you need to budget for

- Fuel, oil and consumables, such as washer fluid
- Any optional extras not fitted as standard
- Some adaptations may require an additional payment.

Other costs you may also need to consider

- You need to pay the first £75 of any claim for loss or damage, known as an excess. (Some customers and cars may attract a higher excess. Full details can be obtained on application)
- Any fines such as parking or speeding
- Theft or damage to personal belongings in the car.

Help to protect the Scheme

On behalf of all our genuine customers, Motability is committed to combating fraud and misuse of cars obtained through the Scheme. We will take action against individuals where necessary.

Please note the terms and conditions of use.

In particular:

- The car must only be driven by the drivers named on the Certificate of Motor Insurance
- The car should be used for the benefit of the disabled customer (whether they are in the car or not)
- The car must not be used as a taxi or delivery vehicle or for any unauthorised business purpose. However, by agreement you can use the car for normal business use
- The car remains the property of Motability Operations and must not be lent, sub-leased or sold.

Affordable motoring

Motability aims to offer the best motoring value to its customers. Factors such as vehicle size, fuel consumption and annual mileage will also affect your regular running costs.

The cost of fuel

Fuel costs can make headlines – and a real impact on any motorist's pocket. It's worth calculating likely fuel costs before making a decision about your new car.

Manufacturers publish guide 'fuel usage figures' in their brochures and websites. Dealers have to display the information near cars in showrooms. The 'miles per gallon' figure, shown in the price guide at the back of this brochure, is the manufacturer's estimate of how many miles you could drive in that car for

Getting additional financial help

If you are unable to afford the advance payment required, essential vehicle adaptations or a Wheelchair Accessible Vehicle, Motability may be able to provide financial help. Please note that financial help is only given towards the least expensive solution that meets your mobility needs. You should also normally expect to make a financial contribution.

Ask about getting financial help

0845 456 4566

every gallon of petrol in the tank. The higher the miles per gallon figure is, the further you can drive on the same amount of fuel, so the less you would spend.

Diesel cars tend to use less fuel than their petrol equivalents. However, diesel currently costs more per gallon to buy. Also, diesel cars often have higher advance payments or weekly payments than petrol models. It's worth calculating how much you might spend on fuel over the life of an agreement, to see which option might save you money.

The Environment

Motability is continually working to offer our customers an increased range of environmentally friendly motoring options, such as a selection of 'green cars' (generally considered to be those with emissions of 120 grammes of CO₂ or less per kilometre). New cars in general, have significantly lower emission levels and increased fuel efficiency than older cars.

Our online Searchable Price Guide can help you choose the most fuel-efficient environmentally friendly model for your needs, by enabling you to search by CO₂ emissions. The results will also give you an average for what each vehicle's annual fuel costs will be, allowing you to plan motoring budgets in advance.

To discover how green and fuel-efficient your car choices can be, visit the Searchable Price Guide at our website, www.motability.co.uk.

Excess mileage cost

Your Contract Hire agreement entitles you to drive 60,000 miles over the three-year period of your agreement.

If, when you return your car the total mileage is higher, there is a charge of 5p for every extra mile.

Take it easy...

If you're interested in hire purchase, talk to us about the options.



Hire Purchase

Some customers may prefer to buy their own car

You might prefer hire purchase if you:

- Require an expensive car or adaptations
- Plan to cover very high mileage in your car
- Want to own a car and use the mobility allowance to pay for it.

The price guide in the back pocket of this brochure shows some typical hire purchase repayments – depending on how much you borrow and the repayment period you choose. It is normally expected that you will be receiving the allowance for the full length of the Hire Purchase Agreement.

If you choose hire purchase, you negotiate the actual purchase price with your Motability dealer. 'What Car?' and other similar guides publish target prices for most cars. Why not take this information with you when you visit your dealer?

What's not included in the HP Scheme

Many of the additional benefits included in Motability's Contract Hire Scheme are not included when purchasing a car through the Hire Purchase Scheme. With the Hire Purchase Scheme you will be responsible for arranging and paying for:

- Comprehensive insurance
- Breakdown recovery
- Servicing and repairs
- MoT if the car is older than 3 years (4 years in Northern Ireland)
- Replacement tyres.

step 3
choose a car



More than 3,000 car types available
find the perfect car for you

For the latest news on car models and prices, visit www.motability.co.uk or call **0845 456 4566**



Choosing the right car

The Motability Scheme offers a superb choice of more than 3,000 car models from all the major manufacturers. You'll find a selection of the current range of cars – and price details – in our Car Price Guide, or search the full range online using the Searchable Price Guide at www.motability.co.uk.

Which make? Which model?

You may already have a clear idea about which make and model of car you would prefer. However, the Scheme is constantly evolving with new manufacturers and models being added all the time, so it's definitely worth reviewing current availability.

Specifically, you may want to consider:

- Size and style
- Features
- Adaptations
- Cost of motoring.

Our Searchable Price Guide not only gives the amount each car costs from your allowance and any advance payments due; it also gives useful accessibility information, such as door opening angle and seat height, as well as CO₂ emissions and average annual fuel costs.

On our website you can browse through more than 3,000 cars on the Searchable Price Guide. This is an easy way to draw up your short list of cars.

Features for safety and comfort

Extra features on modern cars bring real benefits to Motability customers and many now come as standard or for a low additional cost. Standard features do differ from model to model, so it's worth considering what's important to you and checking with your dealer.

Control

- Automatic transmission (Semi-autos/CVTs)
- Power assisted steering (PAS)
- Assisted braking system.

Safety

- Anti-lock braking system (ABS)
- Remote central locking
- Key fob locking and opening control (which can be used to unlock and open sliding doors or tailgate on some multi-purpose vehicles).

Comfort

- Electric windows
- Start button ignition
- Adjustable steering wheel
- Front seats which can be adjusted forward / backwards or up/down enough to suit your needs – electronically or manually
- Air conditioning.

Vehicle size



Mini (Small)

This is typically the smallest car available in a manufacturer's range, with space for four seated adults. They are usually three or five-door small-engine hatchbacks.

Eg: Chevrolet Matiz, Nissan Micra, Citroen C2.



Supermini (Small)

This could be a three or five-door hatchback (often also available as a saloon) with space for five adults. They usually offer more interior and boot space than a 'mini'.

Eg: Citroen C3, Ford Fiesta, Mazda2, Peugeot 207, Renault Clio, Vauxhall Corsa.



Small Family

This would be considered to be the smallest 'family car'. A three or five-door hatchback (often also available as a saloon), it will have space for five adults, with more interior and boot space than a 'supermini'.

Eg: Ford Focus, Mazda3, Renault Megane, Vauxhall Astra, Volkswagen Golf.



Family

These are large four-door saloons or five-door hatchbacks and are considerably larger than 'small family' cars.

Eg: Citroen C5, Ford Mondeo, Peugeot 407, Vauxhall Vectra.



Estate

A typical estate will be an extended version of an existing saloon or hatchback with useful storage space for mobility aids etc.

Eg: Ford Focus Estate, Volkswagen Golf Estate, Saab 9-3 SportWagon.



Small MPV (Multi-Purpose Vehicle)

Often called 'mini-MPVs', these are extended lower-medium sized estates with extra headroom, storage space and can seat between five and seven passengers. They have higher seats, so some people find access easier.

Eg: Citroen Grand C4 Picasso, Ford C-MAX, Mazda5, Volkswagen Touran, Renault Scenic, Vauxhall Zafira.



Large MPV

The largest sized passenger vehicle, often with seating for seven people. These spacious vehicles benefit from increased headroom, legroom and width in a sizeable passenger area. Many have large sliding side doors for convenient passenger entry.

Eg: Chrysler Voyager, Ford S-MAX, Kia Sedona, Renault Espace.



4x4

A wide range of different sized four wheel-drive vehicles, also known as Sport Utility Vehicles (SUVs). They offer varying degrees of 'off road' ability. Some have space and seating benefits associated with MPVs.

Eg: Land Rover Freelander, Chevrolet Captiva, Hyundai Santa Fe, Toyota RAV4

Body Styles:

- **Hatchback:** boot area is integrated into the rear of the car and is accessible from inside the car by folding the rear seats forward.
- **Saloon:** boot area is separate from the passenger area and only accessible from outside the car.



Wheelchair Accessible Vehicle (WAV)

A WAV has been converted to carry passengers who travel in their wheelchair. They are based on standard production vehicles and normally have a built in ramp, wheelchair tie-downs and in many examples a lowered-floor or winch to help get the wheelchair into the vehicle. You can find a Motability WAV dealer in the Car Price Guide or by using our online 'Find a Dealer' tool at www.motability.co.uk. Some specialists can arrange for the car to be brought to your home for a test drive, however, if you are travelling to them you should take all your essential equipment with you to ensure that it fits into the car. WAVs are available on a five year lease agreement with a mileage allowance of 100,000 miles. Three year lease prices are available on request. These vehicles are shown in a separate section of the Car Price Guide.

Eg: Gowrings Mobility Combo, Allied Vehicles Partner, Constables Mobility Expert Tepee, Holden Mobility Kangoo Authentique.

There are also a number of WAVs which can be driven from a wheelchair.

Eg: Paravan Sedona, Sirius Automotive Kangoo, Paravan Grand Voyager.

If you think a WAV might suit your needs, download our new guide from www.motability.co.uk, or call 0845 456 4566 to receive your free copy.

NB: These pages show only a selection of the full model range.

An increasing number of new cars no longer come with a standard spare wheel. However, your manufacturer will always provide an alternative solution to keep you mobile. Plus, your Motability car comes with full RAC breakdown cover and free tyre replacement from Kwik-fit, so if you ever need your tyre replaced, you will always be kept mobile.

Which car is right for you?

This checklist might help you get started.

- Diesel or petrol?
- Automatic or manual?
- Are you comfortable in both the driver's seat and the passenger seats?
- Will your family or carer fit comfortably in the car too?... *don't forget the dog.*
- Long daily commute or quick local trips?
- How far will you be driving?... *consider fuel economy.*
- Will you ever need to carry a wheelchair?
- Do you carry other mobility equipment? *If so, have you tried putting it in the car?*
- Have you considered any adaptations, small or large?... *they are much more affordable on the Scheme. Find out more on page 15.*
- Is the car easy to get into?
- Is the car easy to get out of?
- Will you need grab-handles on the passenger side of the car?
- Have you seen at least two or three cars before making a choice?
- Did you test drive the car – on a variety of roads and parking?
- Can you reach the seatbelt comfortably?
- Can you see out of the car easily, both front and rear?
- Does the seat height adjust?
- Are parking sensors available to make reversing easier?
- Under 25 years of age? Have you asked your dealer about free PASS PLUS training?

It can help to...

- Visit more than one dealer, our customers regularly tell us that visiting a variety of dealerships helps their decision.
- Take someone with you when you visit your dealer.
- Book ahead for a test drive – particularly for automatics.

Motability have worked with Ricability to determine which key features of a car affect accessibility. Measurements, such as entry space, seat height, and capacity to carry a wheelchair are included in the Searchable Price Guide on our website www.motability.co.uk.

There is no substitute for taking a test drive, but with over 3,000 cars on offer, you can't try out every one. With this in mind, we set out to provide car measurements that can assist you in narrowing down a list of cars that may be easier for you to access.

To help us identify practical measurements for people with varying disabilities, we worked with Ricability (the Research Institute for Consumer Affairs).

Five access considerations were identified:

- **Height of the seat from the ground**
- **Driver's entry space**
- **Door height**
- **Door opening angle**
- **Carrying a wheelchair.**

To make the measurements easy to refer to, we've taken the entire range of measurements from the 1,000 measured cars and grouped them into five categories; A, B, C, D and E.

A's and B's reflect lower or smaller measurements and D's and E's represent higher or bigger measurements.

A car with a low seat, for example, will have an A or a B in the 'seat height' column. If you need a car with a high seat, you should look for a car that has a D or an E in the 'seat height' column.

Where is this information?

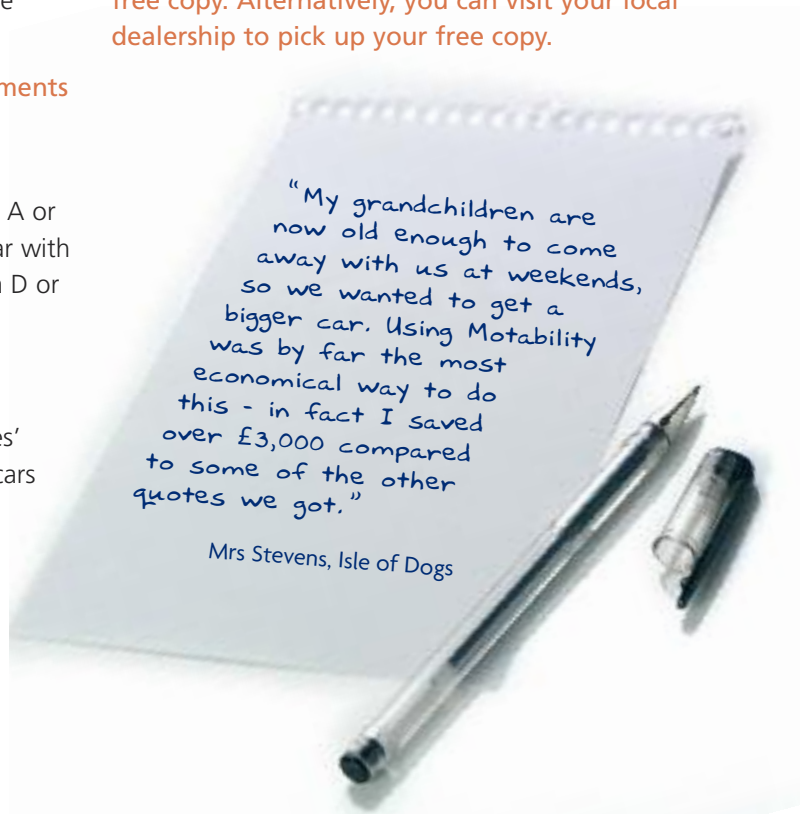
- www.motability.co.uk – Click 'Current Prices' and then go to 'Searchable Price Guide'. All cars on the scheme are listed here.
- www.ricability.org.uk – Click on 'Car Measurement Guides'.

Additional help in choosing your car

We have recently launched a 'Choosing your car' guide that offers useful tips and advice to help make the choice easier.

The guide takes you step-by-step through the selection process, and suggests ways to help you get the most out of your motoring experience, such as through adaptations and extra features. The guide also offers best practice tips for test drives to make sure you find the right car for you.

If you would like a copy of the guide, visit our website, www.motability.co.uk to download a free copy. Alternatively, you can visit your local dealership to pick up your free copy.





Call **0845 456 4566**

to order your copy of our adaptation guide 'make it yours' or download a copy online.

Adaptations to suit you

The range of car adaptations now available for people with disabilities has never been wider.

Some of the more common ones include:

- Wheelchair hoists
- Steering wheel aids
- Push/pull or radial hand controls
- Pedal guards
- Easy release handbrake devices
- Left foot accelerators
- Swivel seats.

Some adaptations are included in the cost of the lease and others are at highly affordable prices.

Your dealer can order your adaptations when you order your new car. The cost of some major adaptations are not included in your Lease Agreement – so you will need to budget for these. Our quarterly Car Price Guide includes details of costs.

All adaptations included on delivery are made by Motability accredited manufacturers and fitted by Motability accredited installers, giving you complete peace of mind.

Should you decide to fit any adaptations after you have taken delivery of your car, you should inform us to ensure you have the appropriate insurance. A Motability accredited adaptation installer must carry out any adaptations fitted to your car.

If you are new to driving with a disability, or if your disability has changed or progressed, you should get independent advice on choosing the right adaptations. Contact a Mobility Assessment Centre on **0800 559 3636** to get expert assessment and advice on suitable adaptations.



Converted vehicles

Some customers may require extensive adaptations or a converted vehicle to meet their mobility needs. We offer a range of over 500 Wheelchair Accessible Vehicles (WAVs) on the Scheme, which are designed to carry wheelchair passengers, and in some cases be driven from a wheelchair. These vehicles are available on a five year agreement with a mileage allowance of 100,000 miles. We may be able to provide financial help in the form of a grant, to help you get the mobility solution you need. See page 8 for more details. The Car Price Guide provides information on current prices for some of the vehicles available.

Where financial assistance is required towards the advance payment or the cost of adaptations, Motability may, in some instances, provide help towards the cost of the least expensive solution that would best suit your needs.



*“The dealer took time to explain everything,
making us feel comfortable.*

No question was too much trouble to answer.”

Motability customer, Brighton



Visiting your dealer

There are over 4,500 Motability dealers across the UK. Each has at least one Motability specialist who can help you and provide advice on which car best suits your needs.

All specialists have been through extensive Motability training, including meeting the needs of disabled customers, equipping them to provide the information you need, from details of how the Scheme works, to the best choice from the latest models.

We recommend that you visit several Motability dealers when choosing a car. Make the most of their expertise – but don't feel under any pressure to choose a car that you're not sure about. The final decision is yours, so don't feel like you should rush.

The Motability specialist will also go through the ordering process with you and place the application with you.

The Motability specialists are located in ordinary dealerships, local to you; some, but not all, display their services with Motability stickers in the window.

Our dealers are known as Partners, most of which are Premier Partners offering the highest level of service to Motability customers. Dealer Partners offer a standard service level. However, both levels offer consistently monitored customer service in line with standards and performance targets set by us.

Finding a convenient and accessible dealership is now even easier with our improved online 'Find a Dealer' service. Simply insert your postcode or nearest town and 'Find a Dealer' will provide you with a comprehensive listing of all dealerships in your local area with accessibility and location information.

We offer a firm 'price guarantee' to our customers, which will ensure that the price you agree with the dealer when your application is accepted, is the price you pay when you collect your car. The price guarantee stands however long it takes for your new car to be delivered.

The only case where the price may alter is if the car description is changed subsequent to the original application.

For a full list of Motability dealers in your area, use our online 'Find a Dealer' tool at:

www.motability.co.uk

If you do not have Internet access call Customer Services on 0845 456 4566 and they will be happy to help.





“We both know all our customers by first name, and between us we try to make sure everyone has the vehicle and the adaptations they need. We try to look after everything from start to finish”

Motability Specialists, Coventry

Visiting a dealer

To get the most out of your visit, it's worth planning ahead. This checklist of suggestions may help.

- Decide what you want from a car and perhaps make a list of the models you are seriously considering
- Book an appointment with the Motability specialist at each dealership to discuss your needs
- All dealers have access to the Motability Vehicle Suitability Questionnaire which helps to review your needs and identify suitable cars. Your dealer should complete one with you
- If you use a wheelchair, or any other mobility aid, take it with you when you visit the dealer so you can try the car out for size
- Ask the Motability specialist any questions you may have
- Take someone with you
- Select the dealers you are most comfortable with, and who offer the type of car that best suits your needs
- Test drive or ride in each car you are considering
- Ask about trade-in. Many of our Motability dealer partners will let you use the value of your privately owned car against the Advance Payment of your new Motability car.

Can I just call in?

If you have specific technical questions it is well worth making an appointment to visit the Motability specialist at a time which suits you.

Some dealers are able to provide a home visit or transport to the showroom.

Making the most of test drives

- A 'round the block' test drive may not be enough to make a decision about a car, so make sure the test drive is what you expect it to be
- Getting in and out of a car can be a struggle and often has a big impact on how suitable any given car is to your needs; so try getting in and out several times while in the dealership
- Take your time and get comfortable, the test drive is for you, and for your benefit
- Check that the car doors are wide enough for you to get in and out easily, along with any equipment you may have, but that you are still able to reach the door to shut it when seated
- Check that the doors aren't too heavy, making them hard to open and close
- If you are selecting a two-door car, make sure you can turn and stretch for the seat belt. It's a lot further back in two-door cars than in a standard four-door car
- Drive on a number of different road types, and try different manoeuvres such as reverse parking to ensure the car's performance is what you expect and that you are able to see from every angle
- Check that you are comfortable doing a hill start in the car
- Nominated drivers should also take the car for a test drive, but be careful not to let them over-influence your decision.
- If you are thinking of getting an automatic car, be sure to test drive one first to make sure it's right for you. You may need to arrange this with your local dealership in advance as there are often less of these models available to test drive on site.
- If you have trouble transferring from your wheelchair into a standard car, then perhaps a Wheelchair Accessible Vehicle (WAV) might suit you. We've recently launched a new guide to WAVs that you can download from the Car Scheme pages of our website at www.motability.co.uk, or you can request a copy by calling our Customer Services team on **0845 456 4566**.

If you decide that a WAV is right for you, it's important to have a test drive. All our specialist WAV converters can travel to you to help make this easier.

For another view of the dealer experience, please see the DVD at the back of this brochure.

If you would like further copies call

0845 456 4566



step 4
your application



Found your perfect match? Go for it!
it's the simplest way to go

Your dealer will guide you through the process of getting your Motability car, and with more than 4,500 dealerships nationwide, it couldn't be easier.

I've found the perfect car! What happens next?

You will need to provide the dealer with:

- ✓ Both parts of your **driving licence**
- ✓ **Award entitlement notice**
- ✓ **Proof of address** e.g. recent utility bill
- ✓ Driving licences for **other named drivers**
- ✓ If required, the dealer will provide you with a **CP50 Form** when you apply for your car. You will need to get this stamped and processed by the DWP and provide it to your dealer before collecting your car
- ✓ Details of any **previous accidents** and driving convictions that you, or your named drivers, may have (Contract Hire applications only).

Once you have decided on your car, the Motability specialist at your chosen dealership will complete the application with you. This is normally done through our online application system which is available to all dealers.

You don't even have to be able to drive to get a car through the Motability Scheme. You can nominate up to two drivers, and one of these can be under the age of 21. However, if any of your nominated drivers are under 25, they are restricted to cars up to the Association of British Insurers (ABI) car group 18 z (in the new 1 to 50 scale). For more information, visit www.thatcham.org/abigrouprating or speak to your dealer.

Motability also offers PASS PLUS, a 6 hour course, free to Motability drivers aged between 16 and 24 years old. Delivered by the AA, it has been specifically designed to teach young drivers to drive more safely, and will reduce the insurance excess applied once the course is successfully completed. If you are interested, ask your dealer when you apply.

Once your Motability specialist has submitted your application, we will automatically receive it for processing. Once processed, we will send you an acceptance letter, containing a PIN (Personal Identification Number), a week or so after.

How long before my car arrives?

Your dealer will advise you when your new car will be delivered, which could be as little as a few weeks. Please stay in touch with your dealer in case there are delays.

When you have a confirmed delivery date, the dealer will finalise your insurance details and get your agreement ready.

Picking up your new car

When you go to collect your car on the agreed date there will be a few things you will need to do:

- Your dealer will provide you with a 'tour' of the car. Ask them to point out any unusual features you should know about before driving away
- You will be asked to sign the Contract Hire Agreement. This is done electronically by entering a PIN into the dealer's computer. Your PIN will be sent to you with your acceptance letter, which you will need to take with you when you collect your car
- If you have an advance payment, you will need to pay this to the dealer on the day you collect your new car, unless you are paying by cheque. There are various payment methods available to you – please ask your dealer. Your tax disc will be provided with your car. Motability Operations will hold the V5 (registration document) on the car's file.

And that's it!

We hope very much that the information contained in this brochure has helped you to make the first steps towards motoring with Motability, and look forward to welcoming you to the Scheme.

Call us or visit a Motability dealer today

Our Customer Services team are available from 8.30am – 5.30pm, Monday to Friday.
Our friendly, helpful staff are trained to help you resolve any application queries quickly and accurately – for the cost of a local call.

Call Customer Services on 0845 456 4566

You'll find the latest news and information for Motability Scheme customers and dealers on our website:

www.motability.co.uk

Support us

Motability is a registered charity and relies on donations to help those whose disabilities or personal family circumstances mean they need additional help to get mobile. To find out more about fundraising activities and how you can get involved please visit www.motability.co.uk/fundraising or call Fundraising on **0845 166 8786**.

Useful contacts



For general enquiries about the Motability Car Schemes:

Motability Operations

City Gate House
22 Southwark Bridge Road
London SE1 9HB

www.motability.co.uk

Telephone: **0845 456 4566**

Minicom (textphone): **0845 675 0009**

For enquiries about the Higher Rate Mobility Component of Disability Living Allowance:

Disability and Carers Service

Telephone: **0845 712 3456**

or

Disability Living Allowance (NI)

Telephone: **028 9090 6182**

For enquiries about the War Pensioners' Mobility Supplement:

Service Personnel and Veterans Agency

Telephone: **0800 169 2277**

www.veterans-uk.info

For enquiries about Vehicle Excise Duty (VED) exemption:

DVLA

Telephone: **0870 240 0010**

www.dvla.gov.uk

or

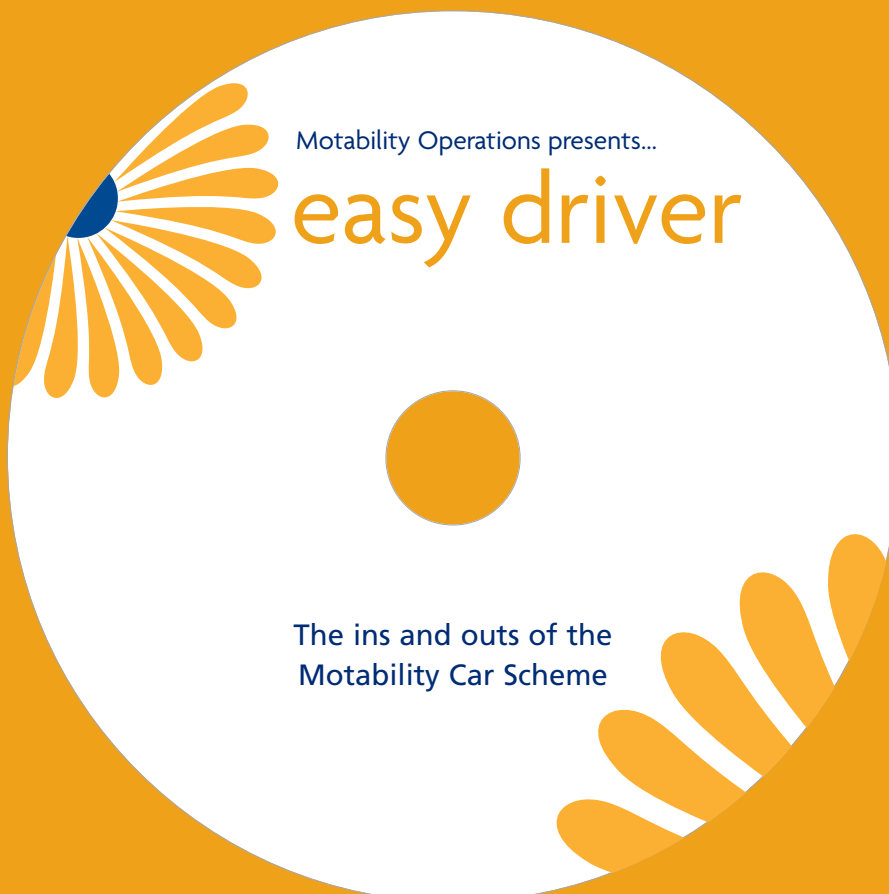
DVL Northern Ireland (DVLNI)

Telephone: **028 7034 1461**

www.dvlni.gov.uk

Easy Driver...

If you want to know more about the ins and outs of joining Motability, then why not watch our 'Easy Driver' DVD? The short film follows Jane and Jim as they explore the motoring options available to them. The film also includes top tips for choosing and ordering from over 3,000 cars available, an overview of the dealer experience, as well as how you could benefit from having a Motability car.



at a glance...

With Motability you get all this:

- ✓ Over 3,000 brand new cars to choose from
- ✓ Insurance
- ✓ Servicing and maintenance
- ✓ Full RAC breakdown assistance
- ✓ Annual car tax
- ✓ FREE replacement tyres
- ✓ FREE windscreen replacement
- ✓ Many adaptations at no extra cost
- ✓ 60,000 mileage allowance over 3 year lease
- ✓ You don't have to drive

You choose the car, we do the rest...

Call 0845 456 4566 to find out more

If you would like this guide in large print or an alternative format, please call 0845 456 4566

Motability Operations

City Gate House
22 Southwark Bridge Road
London SE1 9HB

Customer Services: 0845 456 4566
Minicom (textphone): 0845 675 0009

(Lines are open 8.30am to 5.30pm, Monday to Friday.
Calls may be recorded and monitored to improve customer service.)

www.motability.co.uk

Motability Operations Limited is the Principal Service Provider to Motability and the Motability Scheme.
Registered Office: City Gate House, 22 Southwark Bridge Road, London SE1 9HB. Registered in England and Wales.
Company No. 1373876.

Issue date: 10/08
designed by orbital: www.orbital.co.uk