VOLKSWAGEN FINANCIAL SERVICES
THE KEY TO MOBILITY

Fleet Mobility Solutions

Fleet Mobility Solutions - Frequently Asked Questions

Q: What is Full Maintenance Lease?

A: Full Maintenance Lease is a cost-effective way to manage the costs associated with the acquisition, maintenance, and administration of a vehicle fleet.

Q: Why is leasing important?

A: There are no initial capital outlay required which increases cash flows and makes budgeting easier with one monthly lease amount.

Q: How often should fleet vehicles be serviced?

A: Vehicles should be services once a year or per the vehicle's indicated service parameter e.g every 10 000 kms or 15 000 kms

Q: What are some best practices for fleet vehicles maintenance?

A: Regular vehicle servicing, regular vehicle inspections and routine checks will ensure that vehicles remain in a good condition.

Q: What types of vehicles are included in your fleet Leasing?

A: All VW Passenger, VW Commercial and Audi vehicles are included in our lease offering

Q: Are there any hidden charges / payments costs that I should be aware of?

A: Fuel and Insurance costs are not included in the monthly FML rental. Additional charges will apply for excessive usage and damages to vehicles outside of Fair Wear-and-Tear.

Q: How long before I can collect my vehicles?

A: Once the vehicle order has been signed by our customer, we work hand in hand with our brand / dealer partners to deliver the vehicles in the shortest time possible once accessory fitment and registration/licencing have been finalized.

Q: Will you match a price I've been quoted elsewhere?

A: VWFS Fleet will provide best pricing upfront as part of our fleet offering to our customers.

Q: Where can I find information about a specific car?

A: Information on the vehicle itself can be found on the VWSA and Audi SA websites or via your local dealer. If there is an interest in Full Maintenance Leasing, VWFS Fleet can be contacted regarding offerings.

Q: What types of insurance do fleet vehicles need?

A: Vehicles need to be fully and comprehensively ensured throughout the life of the vehicle. Customers can use their own insurance (self-insured) or VWFS Fleet can refer them to our insurance partner.

Q: How can I ensure my fleet complies with regulatory requirements?

A: Only fitments/accessories that meet regulatory requirements will be allowed on VWFS Fleet vehicles. Usage of the vehicles must be stated upfront during requirement stage and must be fit for purpose.

Q: What are some tips for reducing fleet operating costs?

A: Managing of driver behaviour plays a crucial role in the cost effectiveness of the fleet as fuel and maintenance are directly linked to this element.

Q: How can I improve fleet safety in my organisation?

A: Institute a practise of daily checks on vehicles prior to trips. Make use of the driver behaviour analytics as provided by VWFS Fleet.

Q: What value add is included in your offering?

A: Our FML offering includes a Value-Added Product Bundle consisting of AA Roadside Assistance, Fine Management, Fleet Management App, Annual License Renewal as well as vehicle and driver telematics.

Q: How many vehicles can I have in my fleet?

A: Fleet size is dependent on a customers' unique requirements. Customer affordability and operational requirements dictates fleet size.

Q: What is the difference between FML and OL

A: Our Full Maintenance Lease offering includes Maintenance, Service and Tyre Costs (if selected by the customer) compared to the Operating Lease whereby any Maintenance, Service and Tyre costs will be for the customer's charge.

Q: What's in it for me, what are the benefits of your offering?

A: Off-Balance Sheet offering, freeing up cash-flow

- A Seamless fleet offering with no upfront costs
- A value-added service bundles to streamline your company's fleet operations.

Q: With your offering, will I have fixed cost budgeting?

A: Definitely, this is one of the biggest benefits of leasing.

Q: How do you take care of resale risk?

A: At the end of the agreed contract term, the customer returns the vehicle with no risk of resale as this forms part of the VWFS Fleet offering on a Full Maintenance Lease.

Q: What fleet management support will I get to manage the size of my fleet?

A: Once partnered with VWFS Fleet, we will provide hands on guidance on fleet management and regular discussions to ensure that all vehicle contracts remain on track.