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A. General Questions

1. What is Lease Plus?

Lease Plus is an operational lease contract, a solution for private individuals to lease a car via our partner LeasePlan Luxembourg S.A., an expert in automotive leasing.

The idea is very simple: you choose the brand and the model of your new car, the mileage, and the lease term. With Lease Plus from Spuerkeess, you get an all-in-one solution including services such as insurance, maintenance, repairs, seasonal tyres, and 24/7 roadside assistance.

2. Whom is Lease Plus meant for?

Lease Plus is intended for private individuals residing in the Grand Duchy of Luxembourg.

3. Are there any age restrictions for signing a Lease Plus contract?

Anybody aged 18 or above with a valid driving licence can sign up for a Lease Plus operational lease contract.

4. What services are included in Lease Plus?

With Lease Plus, the only thing you need to think about is filling up the tank. For everything else linked to your car, you get the comfort of an all-in-one solution:

- Car financing;
- Registration fees;
- Maintenance and repair service;
- "Pick-up service" for maintenance and repair: available from most of our preferred vendors, you have the option to schedule a free pick-up service. The vendor will pick up your vehicle from your home or workplace and bring it back to you once servicing is complete;
- 24/7 roadside assistance: all over Europe, with a replacement car provided for up to 5 days if yours is not driveable (technical breakdown or accident). After the initial 5 days, LeasePlan will contact you to get you another vehicle without additional fees for as long as the repairs are ongoing;
- Insurance premiums: civil liability, legal protection, driver and occupant protection, glass breakage, theft, natural disasters, damage caused by animals, material damages ("Casco") with a deductible equal to 2% of the car's value;
- A loss damage waiver covering up to EUR 500 excluding VAT of the observed damages;
- Summer/winter tyres (based on normal wear and tear);
- Tyre changing and storage;
- Annual moto vehicle tax;
- Roadworthiness test fees;
- FIRST service: a team of dedicated specialists to assist you with any problem or question regarding your lease contract and your car. FIRST service is available from 8 a.m. to 6 p.m. by calling 40 44 11 12 or via e-mail at first@leaseplan.lu;
- Contract tracking: the LeasePlan app helps you take care of your vehicle. Logging in takes you to a personal account dedicated to you and your leased car so you can manage it as you like (downloadable from the Apple App Store or Google Play).

5. How long does the Lease Plus contract last?

You can choose between 36 months, 48 months or 60 months.

6. How is the rental calculated?

The monthly rental of your car is defined at the start of the contract and calculated based on a transparent rental grid. The Lease Plus rental is based on:

- Term of the lease;
- Mileage level chosen;
- Car's registration fees;
- Repairs, maintenance, and tyres;
- Moto vehicle tax and roadworthiness test fees;
- Insurance;
- 24/7 roadside assistance anywhere in Europe.

7. How do I choose the mileage level?

When ordering your car, choose the mileage level that matches how much you plan on using it (estimate based on your current car).

During your Lease Plus contract and its expiry, LeasePlan looks at the actual number of kilometres travelled. If the actual number puts you into another mileage bracket, you'll pay the rental for that bracket (see question 25. How do I read the rental grid?):

- If you move into a lower bracket, LeasePlan will pay you back the difference;
- If you move into a higher bracket, you pay the additional amount;
- If your mileage is between two cells in your rental grid, the pro rata amount will be calculated at the end of your contract.

8. Do I own the leased car?

When you acquire a car through operational leasing, you are not the owner of the vehicle. You pay a monthly fee that gives you the right to use that vehicle. This monthly fee is comparable to a subscription for which you pay a fixed amount each month to receive a complete service. At the end of the contract it's just as easy: drop off the car, and you're done!

9. When will the car be delivered to me?

The delivery date depends on the availability of the model you've chosen. Most cars are delivered within 8 to 12 weeks. You'll be contacted to set the specific delivery date.

10. How do I pay?

The rental of your Lease Plus contract is debited each month from your account by direct debit. This is the only permitted payment method.

During your contract, the rental collected will be the one chosen in connection with your mileage and the duration of the contract. However, the first rental may be different from the others. That's because it will include the coming month as well as the pro-rated figure for the month when your car was delivered, based on the number of days.

Example:

If you get your car in mid-January, the first rental will include half the month of January and the full month of February.

11. How does ordering the vehicle work?

Once you've chosen the brand and the model of your new car and defined the mileage and lease term, book an appointment at a Spuerkeess branch of your choice or online. You can also simulate your Lease Plus rental on www.bcee.lu/leaseplus.

At your appointment, you specify the car of your choice and receive an operational lease offer. Once your advisor has verified your financials to ensure that they are suitable for a lease, all you'll need to do is sign the order documents.

Your contract will go into effect once the contract is signed and the order is accepted. The monthly rentals are due once you take possession of your car.

12. What happens if the person who signed the Lease Plus contract passes away?

This is never an easy subject to discuss, but it should be asked.

An individual close to the person must report the death to LeasePlan. When a death certificate is provided, the contract will end, with no additional fees, once the car is returned.

The terms and conditions of the contract, with respect to the amounts owed and any remaining fees, remain in effect until the vehicle is returned (e.g. going above mileage, damage to the car).

B. Insurance

13. What is my car's insurance coverage?

The following insurances are included in Lease Plus:

- Civil liability;
- Material damages ("Casco") with a deductible of 2% of the car's value;
- Legal protection;
- Driver and occupant protection;
- Glass breakage, natural disasters, damage caused by animals;
- Theft and fire;
- A loss damage waiver covering up to EUR 500 excluding VAT of the observed damages.

14. Is my vehicle covered for all damages?

Damage to the vehicle is covered if caused by:

- Collision,
- Vandalism,
- Theft or attempted theft of the vehicle,
- Fire,
- Glass breakage,
- Damage from nature,
- Accident with wildlife.

Personal belongings and accessories not attached to the vehicle (not from the manufacturer) are not covered.

15. How much is my deductible?

The amount of the "Casco" insurance deductible is indicated in your contract and is equal to 2% of the insured value of the vehicle including VAT, defined as the sum of the vehicle's catalogue price, options included, excluding any discounts.

Are the actual costs less than your personal contribution? In such a case, you will obviously pay the actual amount. If LeasePlan can collect compensation for that damage from a third party, you won't need to pay any personal contribution for the claim.

Damages for which you'll never need to pay a personal contribution are: glass breakage, damages resulting from theft or attempted theft, fire, accident with wildlife, and natural disasters. For all types of damages mentioned below, except for glass breakage, file a report with the nearest police station.

16. I'm going on a trip with my leased car in a country outside the European Union. What should I do?

Your car is insured in the countries listed on the back of your insurance certificate (green card) as long as they are not crossed out. Note that it is not permitted to use the vehicle in countries not covered by insurance.

However, some countries may be subject to customs controls (such as Morocco, Bosnia, Macedonia, or Tunisia). A certificate (issued free of charge by LeasePlan) must therefore be requested first from LeasePlan Luxembourg S.A. and enable the driver to go through customs.

To get this certificate, you must provide the following information to the FIRST service (Phone: 40 44 11 12, e-mail: first@leaseplan.lu):

- Vehicle's registration number;
- Country or countries where you'll be travelling;
- Length of your stay;
- Address where LeasePlan should send the certificate (a copy is sent by e-mail).

The certificate you get is legally authenticated, approved, and provided with all stamps and signatures by all authorities (local government, Ministry of Foreign Affairs, etc.). The document you receive will therefore be ready to use.

Note: Ask for your certificate at least 2 months in advance. Each driver must personally check with each destination country whether the certificate is required or not.

C. Mechanical maintenance and repairs

17. Where can I have my car serviced or repaired?

For a proper functioning of your car, it's essential that you carefully follow the recommendations of the maintenance manual and anything indicated by the onboard computer.

Have your car serviced by a LeasePlan partner mechanic, which will send the bill to LeasePlan. You cannot choose your own mechanic without prior authorisation by LeasePlan.

Call FIRST service, which will tell you the best provider for your maintenance and repairs.

18. Can I have servicing or repairs done abroad?

It is recommended to have your vehicle serviced in Luxembourg before you leave or immediately upon your return. If servicing is done abroad as a special exception, it must be with an authorised dealer of your car's brand. Please contact FIRST service for more details.

19. Do I have to pay the costs of mechanical maintenance or repairs myself?

No, LeasePlan partner mechanics will bill LeasePlan Luxembourg SA directly.

20. When do I have to pay for maintenance or repairs myself?

In the following situations, you'll need to pay the maintenance or repair bills:

- If you neglected the car, e.g. if you did not have the necessary repairs or servicing done on time, or if the oil level drops too low because you checked it too infrequently, etc;
- If you used the car irresponsibly;
- If the car is damaged and the repairs aren't covered by the risk retention guarantee;
- For repairing or servicing a component that is not part of the vehicle (e.g. a bike rack, trailer, or caravan);
- If you perform repairs or maintenance, change the tyres, or have any of these tasks done by someone else without LeasePlan's permission;
- If you enlist a company other than the one which LeasePlan indicated to you.

To avoid this, call FIRST service, which will tell you the best provider for your maintenance and repairs.

D. Tyres

21. How and where can I have my tyres replaced and stored?

Call FIRST service, which will tell you the best provider for changing your tyres. The vendor will request approval from LeasePlan and bill LeasePlan.

22. When should the tyres be changed?

By law, when the tread's depth reaches 1.6 mm, the tyre must be replaced. However, for maximum safety, it is recommended to change the winter tyres when there is 4 mm of tread left, and summer tyres at 3 mm.

LeasePlan urges you to plan your tyre changes in advance. When the temperature drops suddenly or when the first snow falls, demand for servicing is so high that wait times may be very long. Be among the first to get a change and set your appointment with our approved tyre centres as early as September in order to receive pick-up service (subject to the vendor's availability, pick-up service comes to get your car and brings it back to you).

E. Amending the contract

23. Is it possible to amend the term or mileage during my Lease Plus contract?

Yes, you can adjust the Lease Plus contract. When your contract begins, you'll get a transparent rental grid that will enable you to know in advance what the new rental will be if the term and mileage change. Be aware that any adjustment to the contract will result in rentals being retroactively recalculated.

24. Can I terminate my Lease Plus contract?

The Lease Plus contract may be terminated after a minimum term of 12 months. Using the transparent rental grid, your rentals will be retroactively recalculated.

25. How do I read the rental grid?

The grid shows the rental amount for specific combinations of lease term and mileage throughout the lease contract. At any time during the contract, you can see what rental would result from a change in term and/or mileage.

The Lease Plus contract can be adapted based on the boxes in the grid below. Any change to the contract will be based on the available boxes. At the end of the contract, if the mileage is not exactly the same, a pro-rated figure based on the closest final term and mileage boxes will be calculated.

Example:

Let's take the example of a 48-month contract with 15.000 km/year of consumption: The base charge is equal to EUR 536,32.

| Grid details | | | | | | | | | |
|----------------|-----------------|----------|--------|--------|--------|---------------|---------------|--------|---------------|
| Yearly mileage | 12 mo. | 18 mo. | 24 mo. | 30 mo. | 36 mo. | 42 mo. | 48 mo. | 54 mo. | 60 mo. |
| 5.000 | <u>1.349,88</u> | 961,28 | 780,47 | 667,37 | 598,94 | 556,20 | <u>527,24</u> | 501,90 | 478,73 |
| 10.000 | <u>1.349,89</u> | 961,32 | 780,50 | 668,40 | 600,52 | 558,29 | <u>529,70</u> | 504,44 | 481,38 |
| 15.000 | 1.350,06 | 962,33 | 783,10 | 671,36 | 603,77 | <u>561,58</u> | <u>536,32</u> | 510,64 | <u>487,47</u> |
| 20.000 | 1.350,17 | 983,13 | 786,34 | 674,78 | 621,10 | <u>576,77</u> | <u>545,85</u> | 532,18 | <u>513,64</u> |
| 25.000 | 1.352,91 | 986,47 | 789,92 | 695,00 | 625,24 | 602,28 | 573,14 | 560,49 | 538,22 |
| 30.000 | 1.382,64 | 989,90 | 814,33 | 699,40 | 656,93 | 623,18 | <u>600,75</u> | 576,72 | 564,55 |
| 35.000 | 1.385,96 | 993,63 | 817,96 | 734,03 | 679,23 | 652,64 | 625,55 | 605,02 | 592,54 |
| 40.000 | 1.389,22 | 1.024,88 | 834,51 | 757,56 | 711,19 | 678,92 | 650,06 | 634,25 | 615,78 |

If you drive less than planned

You've kept the car for 4 years (48 months) and driven a total of 20.000 km, or 5.000 km/year, instead of 15.000 km/year as agreed in the contract.

Current payment (with base rental): EUR 536,32 x 48 months = EUR 25.743,36

Effective payment (with rectified rental): EUR 527,24 x 48 months = EUR 25.307,52

The difference in monthly payment, calculated over the full term of the contract, equal to EUR 435,84 will be refunded to you.

If you drive more than planned

For instance, LeasePlan notices that after 12 months of leasing you've driven 25.000 km/year, not 15.000 km/year. As a result, you should pay a monthly charge of EUR 573,14 instead of EUR 536,32. In such a case, LeasePlan will suggest adjusting the mileage of your Lease Plus contract, in order to avoid going too far over by the end of the contract.

Payment made: EUR 536,32 x 12 months = EUR 6.435,84

Adjusted charge: EUR 573,14 x 12 months = EUR 6.877,68

You'll get a bill for EUR 441,84 and subsequent charges will be EUR 573,14.

You want to extend the term of your contract

Your 48-month, 60.000 km contract (15.000 km/year) is ending, but you want to keep the car for an additional year. The term of the contract will be extended to 60 months:

You should have paid EUR 487,47 per month instead of EUR 536,32.

Payment made: EUR 536,32 x 48 months = EUR 25.743,36

Adjusted charge: EUR 487,47 x 48 months = EUR 23.398,56

You'll get a refund of EUR 2.344,80 and pay EUR 487,47 for each of the next 12 months.

You want to return the car 6 months before the contract ends

You want to return the car after 42 months and don't want to wait for your contract (48 months) to end.

You should have paid EUR 561,58 per month instead of EUR 536,32.

Payment made: EUR 536,32 x 42 months = EUR 22.525,44

Adjusted charge: EUR 561,58 x 42 months = EUR 23.586,36

You will have to pay EUR 1.060,92 to terminate the contract.

You want to return the car after just 6 months and 5.000 km

You want to terminate your contract after just 6 months. In such a case, you'll still have to pay for at least 12 months to terminate the contract, in accordance with the figures in the rental grid.

Payment made: $\text{EUR } 536,32 \times 6 \text{ months} = \text{EUR } 3.217,92$

Adjusted charge: $\text{EUR } 1.349,88 \times 12 \text{ months} = \text{EUR } 16.198,56$

You will have to pay EUR 12.980,64 to terminate the contract.

F. End of the contract

26. What should I get together before returning my car?

Gather everything that was provided when you initially received the car.

Things to return:

- The vehicle's registration certificate
- Copy of the certificate of conformity
- Moto vehicle tax sticker
- Insurance ("green") card
- All the keys
- Maintenance logbook if any and user manuals
- Navigation system CD, if any

The vehicle must be equipped with all the accessories that it had at the time it was delivered, and those added during the contract that became the property of LeasePlan. Accessories added at your expense during the contract must be removed before the vehicle is returned.

If the accessories below were included, please also provide them when you return your vehicle:

- Detachable audio/navigation cover
- Navigation CD/DVD or memory card
- Spare tyre with jack/sprayer/pump
- Protective cover for the cargo space
- Detachable trailer ball
- Headrests
- Original driver's seat (not adjusted seat)
- Original charging cable (electric car)

27. How do I set up the return?

- Contact FIRST service to agree a return date and time.
- Make sure the car is clean (inside and out) and take out all your personal belongings.
- Gather everything that was provided when you initially received the car, such as the keys, official documents, manuals, and accessories.
- If the car has damage, report it using the claim declaration form available on www.leaseplan.lu. It's always better to declare a claim within 24 hours and to have it repaired. The deductible will generally cost less than the loss-of-value bill at the end of the contract. You also have a loss damage waiver covering up to EUR 500 excluding VAT of the observed damages.
- It isn't necessary to fill up the tank.
- Familiarise yourself with the "Fair Wear & Tear" return guide. It shows useful examples of what damages are and aren't acceptable at the end of the contract. This is available on www.leaseplan.lu.

28. How does returning my car work?

When the car is returned, an independent inspector from SGS (Société Générale de Surveillance S.A.) inspects the car in your presence. The inspector records all unacceptable damages, the presence of the on-board documents, and other items related to your car. The expert bases the inspection on the "Fair Wear & Tear" guide derived from the "Renta" standard for inspecting wear and tear damage on vehicles returned at the end of a lease, in order to ensure impartial treatment and proper assessment of damages. The return report will be included afterwards in the inspection report.

Read the normal wear and tear instructions on www.leaseplan.lu, to learn more.

29. I want to buy my leased car. Is that possible?

Yes. This is possible. The repurchase value will be the market value. It will be communicated upon customer request three months before the end of the contract.

If you want to buy a LeasePlan used vehicle, visit the website www.CarNext.com.

G. Contact

30. How do I enter into a Lease Plus contract?

Once you've chosen the brand and the model of your new car and defined the mileage and lease term, you can book an appointment at a Spuerkeess branch of your choice or request one online. You can also simulate your Lease Plus rental on www.bcee.lu/leaseplus.

31. Whom should I contact if I have any questions about my car?

Do you have a question or problem related to your car? Call FIRST service, the direct line reserved for Lease Plus drivers. The team will answer all questions about your lease contract and/or your vehicle.

LeasePlan can be contacted on business days from 8 a.m. to 6 p.m.:

+352 40 44 11 12

first@leaseplan.lu

32. What should I do if there is a breakdown or damage?

If your car is no longer driveable or poses a safety risk, immediately contact roadside assistance, provided by the ACL (Automobile Club du Luxembourg), at +352 40 71 40 for 24/7 (roadside assistance is included in the Lease Plus rental).

- If your vehicle is serviced via roadside assistance, you'll get a replacement vehicle from them for a maximum of 5 days. After the initial 5 days, LeasePlan will contact you to get you another vehicle without additional fees for as long as the repairs are ongoing.
- Any expenses that you advanced will be reimbursed by LeasePlan up to the limits set for roadside assistance.
- Other mechanic services will not be reimbursed if they incur costs.

33. What should I do if there is an accident?

Accident with a third party:

- Fill out the European Accident Statement within 24 hours.

E-mail the European Accident Statement to assurance@leaseplan.lu within 24 hours or mail it to LeasePlan Luxembourg S.A.

- Take photos.

Try to take photos of both vehicles involved. Make sure the licence plates are visible. Those photos may be needed to handle a claim.

- If there is any disagreement, call the police and ask for a report.

Accident without a third party:

Did your vehicle get in an accident without a third party involved? For instance, did you crash into a pole or tree?

Report the accident and fill out the claim form within 24 hours, submitting it to LeasePlan. The form is available on www.leaseplan.lu.

Important:

- Once the claim has been submitted, LeasePlan will contact you to direct you to one of its partner auto workshops.
- If body work is needed, it must be done by a LeasePlan-approved provider. LeasePlan will provide a category B replacement vehicle to you, free of charge.
- Any damage to the vehicle, however minor, must be reported to LeasePlan within 24 hours.
- Undeclared additional damage will not automatically be repaired at the same time as other damage in the workshop.
- Your contract requires a deductible equal to 2% of the car's value for each damage: one impact = one damage. The deductible must be paid, except for glass breakage, hail, theft, break-in, and animal collision. (For the last 3 incidences, a police report is required.)

34. What should I do if there is a break-in or theft?

Report it to the police and inform LeasePlan of the break-in or theft via the claim form, available on www.leaseplan.lu, within 24 hours.

In the event of a theft abroad: once back in Luxembourg, file a police report.

35. How can I adjust the Lease Plus contract?

Want to adjust the lease term or mileage of your vehicle? Call LeasePlan at 40 44 11 32 78 or e-mail customer@leaseplus.lu.

36. Where can I find the General Terms and Conditions?

Your Spuerkeess advisor will provide you with a copy of the General Terms and Conditions during your appointment.