Out & about

Motability Scheme customer news

Hello

and a warm welcome to your annual newsletter posted straight to your door

In this issue, there are tips for using public transport, information on the online account and much more.

Motability Scheme

At your service

The letter we've included with your copy of 'Out & About' is a reminder that your service is due. Your dealer should be in touch shortly to arrange this with you.

Remember, your annual service is an important part of making sure your product performs as it should. The following will all be checked to make sure everything is in the best possible working order for you:

• Steering • Battery • Tyres • Suspension • Lights • Indicators

Your scooter or powered wheelchair is just like any other vehicle. Keep it serviced annually, and you'll get the best from it. You do not need to worry about cost as routine repairs are all included in your lease. Once your service is complete, your dealer will confirm what's been checked and give you the details of any work they've carried out.

Keeping your product secure

Keeping your product secure when you are not using it helps keep it safe, reduces the risk of it being stolen and ultimately keeps you mobile.

Remember, your insurance and loss and damage protection requires that you lock and secure your scooter or powered wheelchair whenever it's left unattended. This also includes secure overnight storage. Follow our top tips for keeping your product secure:

- **Invest in a lock. If you need to leave your scooter or powered wheelchair unattended while you're out and about, lock it securely to a fixture such as a railing or fence, switch off the ignition and remove the key. Your dealer can give you information on suitable locks to use and help you choose the best one.**
- **The same applies if you're visiting friends or family. Make sure there's somewhere safe to leave it while you're there, ideally indoors. If it's outside, lock it and secure it to a gate or another fixed item.**
- **Do not park or lock your product where it would cause an obstruction and make it difficult for others to use the pavements or the road.**
- **Consider fitting an alarm to your scooter or powered wheelchair. These will make a noise if movement is detected (hopefully deterring any would-be thieves). Your dealer would be best-placed to help with this.**

It's also important to note that when you're storing your scooter or powered wheelchair at home it needs to be in a secure, locked structure. This could be a shed, garage, or kept in your home.

If you're unsure about the best way of securing your product, you should talk to your dealer who is there to support you during you lease. Or if you feel you do not have a suitable place to secure it safely, please contact us so we can discuss any alternative solutions with you.

Would you like the latest news straight to your inbox?

Did you know we have a quarterly e-newsletter specifically for scooter and powered wheelchair customers? If we have your email address you'll automatically this.

If you have not received it, it probably means we do not have your email address. Make sure we have it to start receiving the latest news. You can update your email address in your Motability Scheme online account. Sign in or create your account at **motability.co.uk/account**

Have you created your Motability Scheme online account?

If you're looking for greater freedom and flexibility to manage your lease, the Motability Scheme online account can help.

With an online account you can sign-in at any time from home or on the go to check important details about your lease and make changes to some of your key information.

It only takes a few minutes to create an account and once you're signed up, you can enjoy a host of benefits designed to make it easier to look after your lease.

Benefits of an online account

There are many great features available in the online account. Currently, you can do all of this:

- Save your bank details to get refunds and payments, such as the End of Contract Payment, straight into your bank account rather than by cheque. This means any payments will be with you in just a few days, rather than a few weeks and it'll save you a trip to the bank.
- Easily check and update personal information such as your address, phone number and email address, giving you peace of mind that everything is up to date.
- Raise a new insurance claim, saving you a call to Direct Line Motability (DLM).
- View important lease dates and details about your scooter or powered wheelchair.

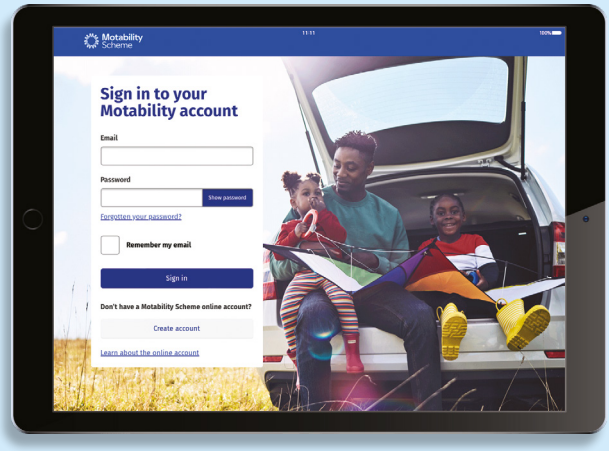
We'll also be adding more features for scooter and powered wheelchair customers in the future so keep signing in to see what's new.

Creating an account

To get started, we'll just need a few personal details such as your National Insurance number and date of birth, so we can confirm who you are. If you're an appointee, we'll need your details and the National Insurance number of the allowance recipient.

Once you've created an account, you can log in at any time using your email address and chosen password.

To sign up for a Motability Scheme online account, visit motability.co.uk/account



Top tips for using public transport with a scooter or powered wheelchair

For many people getting out and about means using public transport, but this can sometimes be difficult if you're travelling in a scooter or powered wheelchair. Here, we outline how best to prepare if you're planning to take your mobility aid on public transport.

Travelling by train

The National Rail website offers lots of information for disabled passengers. This includes a database of contact numbers for the train companies in the UK so you can call and book any assistance you might need. Assistance is still available if you turn up without calling ahead, but it might take a little longer to organise, so we recommend booking ahead of time if possible!

You can also save yourself some money on train tickets by applying for a disabled persons' railcard. This gets you one-third off rail fares for you and someone else you're travelling with.

Travelling by coach or bus

Buses are becoming more and more wheelchair and scooter friendly. By and large, buses have priority spaces for wheelchair users and ramps for getting on and off. Permit schemes have been developed around the country to help scooter users to use public buses, but you'll need to contact the bus company to find out if they're a part of this scheme. Also, not all scooters are suitable for bus travel. They cannot be higher than Class 2 and no more than 60cm wide and 100cm long.

Many coach routes are also accessible for wheelchair users, and you can find out more on the National Express website. You can save yourself some money by applying for a disabled bus pass and coach pass which get you one-third off standard fares.

Travelling by taxi

In many places in the UK, particularly large cities, licensed taxis have to be wheelchair accessible. For example, in London, black cabs are all wheelchair accessible. If you're not sure about your local area or the area you'll be travelling to, you can contact the local council to ask about accessible taxi services. There are also specialist disabled taxi companies around the UK who take wheelchairs and scooters.

Did you know we have a free app to help our powered wheelchair and scooter customers in the event of a breakdown? Search for **'Motability Recovery'** in the App Store or Google Play Store to download the app today.

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