Out & about

Motability Scheme customer news

Hello

and thank you...

for leasing through the Motability Scheme! We hope you've enjoyed your first few months with your new scooter or powered wheelchair. We want to help maximise your mobility, so please read this short newsletter. It covers things customers often ask us at the beginning of their lease, and some new information if you've been with us a while!

Motability Scheme

First month niggles

A new set of wheels can take a while to get used to, but we want you to be comfortable and confident in using your product right now! Customers often tell us the best way to increase their confidence is by using the product straight away. However, if there's something about the product that's stopping you, your dealer is there to help.

For example, if there's a feature on your product you're not sure how to work, your seating position is not quite right or there's a noise or niggle, contact your dealer. They can help you put your mind at rest and help sort out any issues as soon as possible.

Technology on your side

Did you know there's a free App to help customers in the event of a breakdown? Search for '**Motability Recovery**' in the App Store or Google Play Store to download the app today.

The app lets Motability Assist pinpoint your location and get to you as quickly as possible, even if you're not sure where you are.

You'll need location services turned on in both the app and on your phone. Then, if you ever break down, open the app and click 'Rescue me'. This will create a text message with the exact coordinates of where you are. Then simply press send.

If you struggle to set up the app on your phone, you can ask your dealer who'll be happy to help. A quick conversation and a download now could save you time and worry if you do break down.

Stay in touch

The Motability Scheme is about more than just a new scooter or powered wheelchair. Our lease package includes everything to help keep you on the road, including information and inspiration to help you make the most of your product. That's why we provide lots of helpful information on any changes or improvements to the Scheme and relevant news, both online and to your door.

We hope that when you placed your application, you took advantage of the offer of Lifestyle, our free quarterly customer magazine.

Lifestyle is sent in February, May, August and November. Now you've been a customer for a few months, you may already have received your first issue. We also have a quarterly enewsletter designed specifically with scooter and powered wheelchair customers in mind. If you have not received an enewsletter from us yet, it's probably because we do not have your email address.

To start receiving the latest news, update your email address in your Motability Scheme online account (read the article inside to learn more about the online account).

There's also lots of information for customers on our website, **motability.co.uk**. And if social media is your thing, we're on Facebook, Instagram and YouTube. Simply search for **Motability Scheme** and connect with us to get all the latest news, updates and videos.

With all these ways of keeping in touch we hope that you'll soon feel part of the widest mobility community around.

Make a note of these important numbers:

Motability Assist for breakdown support:
0800 953 5000

Direct Line Motability (DLM) for registering an insurance claim:
0800 294 0790

Introducing the Motability Scheme online account

Benefits of an online account

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

- Save your bank details to get refunds and payments, such as the End of Contract Payment, straight into your bank account. This means that any payments will be with you in just a few days, rather than a few weeks if receiving a cheque.
- Easily check and update personal information such as your address, phone number and email address, giving you peace of mind that everything is correct.
- Find your dealer's contact details – useful if you need to arrange any servicing or repairs.
- Raise an insurance claim, saving you a call to Direct Line Motability (DLM).

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.

Did you know there's a new way to flexibly manage your lease and have more control in keeping your information up to date?

With a Motability Scheme online account, you can sign-in at any time to check important details and make changes to some of your key information.

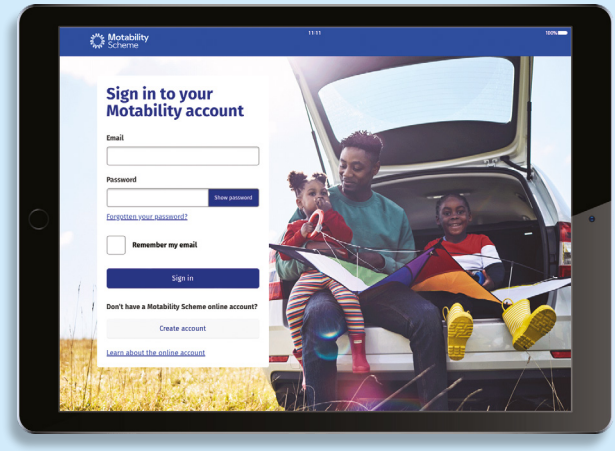
It only takes a few minutes to sign up and once you've created an online account, you can enjoy a host of benefits designed to make it easier for you to look after your lease.

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 verify 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



Always be prepared

We hope your product will provide reliable mobility for the whole of your lease. Unfortunately things can sometimes go wrong, which is why we include breakdown cover as part of your lease package. Here are our five top tips if you breakdown.

1. Save the Motability Assist phone number into your mobile phone **0800 953 5000**. Make sure your phone is fully charged every time you go out
2. Ensure your scooter or powered wheelchair is fully charged before you set off. Remember to think about your return journey if you go out without a fully charged battery.
3. If you have a smartphone, download the **Motability Assist** app. See the article inside for more information.
4. If you need to take medications at a specific time each day, it might be worth taking this with you on all your journeys just in case you breakdown
5. Prepare for a delay. If you do breakdown are there small things that would make a big difference – a few snacks, an extra layer or an umbrella?

Motability Scheme

Scooter and powered wheelchair driving tips

Remember the rules of the road (and pavement) when you're out and about on your scooter or powered wheelchair. Here are a few things to keep in mind.

Watch your speed

Many Class 3 products have a maximum speed of 8mph, but It's important to remember that you should only travel at 8mph if you're travelling on the road. If you're travelling off road, which includes travelling on the pavement, then the speed limit is 4mph. It may not seem like much, but when you compare it to the average human walking speed, which is only 3mph, it's quite fast.

Driving at a reduced speed off-road will help you control your product and reduces risks of any accidents. Some scooters even have an option to set the maximum speed so you do not accidentally drive too fast. Your dealer will know if your product has this feature and can show you how to use it.

Look out for kerbs

When you chose your scooter or powered wheelchair, your dealer should have explained the maximum kerb height your product can climb. Always reduce your speed when mounting or dismounting pavements and kerbs. If you have the option, use dropped kerbs where possible.

If you do not know the kerb height your scooter or powered wheelchair can climb or descend, speak to your dealer or check the manufacturer's manual supplied with your product.

Driving on the road

If you have a Class 3 product, and would like to drive it on the roads, make sure you follow the rules of the road and the scooter highway code:

- Only Class 3 scooters which have been fitted with front and rear lights, indicators and a horn are permitted on the road.
- Scooters and powered wheelchairs are not permitted to drive in bus or cycle lanes.
- You must follow all road signs, signals and traffic lights.
- Make sure you stay visible, you could wear fluorescent clothing to help with this.

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