



REAL FLEET SOLUTIONS



**BLC, AS YOUR FLEET MANAGEMENT COMPANY, IS  
READY TO BE OF ASSISTANCE TO YOU ANYTIME,  
ANYWHERE.**

We recommend that you retain this leaflet  
in your vehicle and save our contact centre  
number to ensure you have our information on  
hand.

24 HOUR ASSISTANCE  0861 BLEASE (253 273)

[www.blcfleet.com](http://www.blcfleet.com)

## FULL MAINTENANCE RENTAL

Your vehicle is financed by **BLC** under the **BLC** Full Maintenance Lease Product (FML), FML covers finance, Maintenance & Servicing. Depending on your deal structure, it can also include tyre replacement, vehicle licencing and traffic fine management.

If you have any queries relating to your vehicle, for example, expired vehicle licence, query on a traffic fine, or where to service your vehicle, **BLC's** contact centre agents are here to assist you 24/7.

As a driver you will **NEVER** be required to make a payment for any work done on your vehicle.

The following services are included:

- Servicing of the vehicle as per vehicle manual and fair wear and tear maintenance and repairs to the vehicle (please refer to the maintenance position in leaflet).
- If selected by your company:
  - Replacement and maintenance of tyres. (Please refer to the tyre leaflet)
  - Initial registration and the management of the annual licencing of the vehicle.
  - 24/7 roadside assistance. Please refer to the roadside assistance leaflet.
  - Management of traffic fines, all traffic fines are redirected to you as the driver.

Take care of your vehicle as non-fair wear and tear damages, including any insurable damages are not covered by **BLC** and will be recharged to your company.

## CROSS-BORDER LETTERS

Cross border authorisation (with permission from your fleet manager)

**BLC** will require the following for cross-border authorisations:

- Vehicle registration number
- Full names and surnames of the driver
- Copy of the driver's licence
- Destination/s
- Departure and return dates from and to South Africa
- Telephone and e-mail contact details

## MAINTENANCE MANAGEMENT

BLC is responsible for the authorisation and payment of all standard services, maintenance and tyre replacement on behalf of your company. If you have any queries relating to the servicing, maintenance or tyre repair/replacement BLC's contact centre agents are here to assist you 24/7.

As a driver you will **NEVER** be required to make a payment for any work done on your vehicle.

It's up to you to have your vehicle regularly serviced. Check the manual in your vehicle and ensure that your vehicle is serviced as per the stipulated service intervals.

A list of **BLC's** preferred and approved service centres can be provided upon request. You may request an **BLC** agent to make a booking on your behalf.

Should your vehicle be out of warranty, **BLC** may elect to service/maintain the vehicle at a non-franchised service centre.

When delivering your vehicle to the service centre, please notify the service agent that the vehicle is managed through **BLC** and that they should contact **BLC** to obtain authorisation prior to commencing with the work.

Please ensure that your service manual is stamped by the service centre upon completion of the work.



## TYRES

Tyres are the only point of contact between your vehicle and the road, so taking care of your tyres is one of the most important checks. To be safe, legal and to prolong the life of your tyres, we recommend that you take your vehicle for wheel balancing and alignment with each

service or every 12 months whichever comes first. It is also advisable to check your tyre pressures regularly and to do so when the tyres are still cold.

**BLC**'s contact centre agents are here to assist you 24/7. **BLC** is responsible for the payment of the replacement of the tyres. Wheel balancing and alignment are also covered by **BLC**.

A list of **BLC** preferred and approved fitment centres can be supplied to you on request.

When delivering your vehicle to the tyre fitment centre please notify the booking agent that the vehicle is managed through **BLC** and they should contact **BLC** to obtain authorisation prior to commencing the work.

Take care of your tyres as non-fair wear and tear damages, including any insurable damages are not covered by **BLC** and will be recharged to your company.

## LICENCING

Your vehicle has been delivered to you fully registered complete with number plates and licence disc.

**BLC** is responsible for the renewal, payment and delivery of the annual licence disc. If the vehicle licence disc is misplaced, please notify your fleet manager in order to arrange a duplicate licence disc.

**BLC** will deliver the annual licence disc to your fleet manager. Please ensure that your licence disc is affixed to the windscreen of your vehicle. If, for any reason, you have not received the new licence disc, prior to expiry of the current disc, please contact your fleet manager or call us.

## ROADSIDE ASSISTANCE

**BLC** is here to assist you in the event of mechanical breakdown. Please contact us as your safety is our top priority.

**BLC**'s contact centre agents are here to assist you 24/7 .

Please display the **DO NOT TOW** sticker predominantly on your vehicle. Never allow any towing agent or persons to tow or remove the vehicle who have not been dispatched by **BLC**.

The following services are included:

- Vehicle towing services (mechanical)
- Safe vehicle storage
- Locksmith services
- Flat battery
- Flat tyre change

## TRACKING

For the protection and safety of both you and your vehicle, your vehicle has been fitted with an **BLC** tracking device. In the event of your vehicle being stolen or hijacked, please contact **BLC's** contact centre agents.



## EMERGENCIES

In the case of an emergency our contact centre agents are on standby 24/7. The contact centre agents will require your vehicle registration number, and will dispatch a recovery team to locate the vehicle, if necessary.

## FUEL CARD

You have been issued with an **BLC** fuel card which is unique to your vehicle. Please ensure that the following details on the card are correct-

- Company name
- Vehicle registration number

The fuel card may only be used for the following:

- Refuelling (petrol or diesel)
- Top-up oil between services
- Boomed toll gates

Please keep your fuel card safe, if your card is misplaced or stolen, contact your fleet manager or **BLC's** contact centre.

Stolen/misplaced fuel card will be hot listed by the bank and a replacement fuel card will be ordered and delivered to you.

Please ensure that the fuel attendant records the correct odometer reading at the time of transaction. Incorrect odometer readings will flag the transaction as suspicious.

If you have a diesel vehicle:

- Refuel at a Caltex Star Alliance forecourt.
- Only refuel with 50 ppm diesel.
- Please ensure that the petrol attendant uses the Caltex Point of Sale (POS) machine when swiping your card to process the transaction.
- A Star Card slip only has the volume printed at the bottom.
- Your card will be accepted at any forecourt; however only transactions at the Caltex Star Alliance Forecourt qualifies for the rebate.
- Your fleet manager receives a monthly report which reflects a list of vehicles refuelled at the Caltex Star Alliance forecourts and the rebate earned from those transactions.

**BLC** is responsible to order and deliver new cards to your fleet manager prior to the expiry date as displayed on the card.

## E-TAG

Your vehicle has been registered with SANRAL and you will have received your vehicle specific e-Tag.

Please ensure that the e-Tag is affixed to your vehicle windscreen behind the rear-view mirror.

- Fit the e-Tag horizontally
- The e-Tag should not obstruct the driver's visibility
- Try to leave room for the e-Tag to slide from its bracket after it is mounted.

If you experience any technical difficulties or failed transactions with the e-Tag, or if the e-Tag is lost, please contact us/

The e-Tag is used to pay for gantry and electronic tolling stations countrywide.

Always remember to advise your fleet manager of any issue, so they can action accordingly.

