

## Digital service card

With Alphabet's new digital service card, you'll always have all the key information on your leased vehicle to hand – straight from our AlphaGuide app with no risk of loss. The digital service card works in the same way as your previous plastic card. You can also show it in garages to identify yourself and if necessary, send your digital service card to the garage straight from the app – e.g. by email. The easiest way to get your digital service card: scan your personalised QR code in your welcome letter with your AlphaGuide app. Your lease agreement and your digital service card will be automatically added.

### Your benefits:

- Digital and always with you on the road
- Relevant contract information automatically updated
- Information easily shared

### Digital service card FAQs:

#### **Why am I not getting another plastic card?**

We would like to protect the environment on a lasting basis by doing without more than 35,000 plastic cards. All the relevant information will be sent to you digitally and always automatically updated. For this, you just have to add your active Alphabet lease agreement to the AlphaGuide.

#### **Is the digital service card only for new customers?**

No, every existing customer with a plastic card will also be provided with a digital service card in the AlphaGuide. You just have to add an active lease agreement in the AlphaGuide.

#### **What do I do as a fleet manager if my company is not able to use the digital service card for data protection reasons or because the staff don't have smartphones?**

Please address this issue with your personal contact at Alphabet. They will be happy to help you.

#### **How do I get my digital service card if I don't have the initial letter any more?**

You can easily access your digital service card even if you don't have the letter or QR code. To do so, just add your agreement manually in the AlphaGuide app. You will need your lease number and your car registration number. A delay in providing your contract details can occur.

#### **We are using pool vehicles in our company and we need the plastic card. How do we order one?**

You can order a plastic card for pool vehicles at [www.alphabet.de/servicekarte](http://www.alphabet.de/servicekarte).

#### **What do I do if I don't have my digital service card with me when I take the car for a service.**

You can provide the information to your service partner at any time while the service is being done. Also often a reference to your lessor Alphabet will be sufficient.

#### **How can I share the information on my service card?**

To do so, click on the "Share" button at the bottom of the digital service card in the AlphaGuide app. You will then have various options for sharing information via your smartphone – e.g. by email, SMS, WhatsApp, etc.

### **Can I print out my digital service card myself?**

Yes, you can print out the information yourself. To do so, open the digital service card and click on the bottom button "Share". Depending on your smartphone, the "Print" option will then be displayed.

### **What do I do if my company will not allow me to use the AlphaGuide?**

Please turn to your responsible fleet manager. They will be able to help you via their contact at Alphabet.

### **Will I automatically get a new digital service card if I get a new vehicle from Alphabet?**

No, for this, please remove your old agreement from your AlphaGuide. To do so, click on "Unlink agreement" at the bottom of the agreement page. Then you can add a new agreement by scanning the new QR code in the letter. You will automatically receive your new digital service card.

### **I have added my agreement but I can't see the service card. Why not?**

You need at least one of the services, garage service and/or tyre service. Only then are you entitled to receive a digital service card. You can view the services booked under the "Agreement" menu.

### **What do I do if I don't have a smartphone as the driver of a company car?**

If you don't have a smartphone, you can order a service card in plastic from Alphabet. To do so, go to <https://www.alphabet.de/servicekarte>

To download the AlphaGuide app please scan the QR Code or click on the link to your Android or IOS store:



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