



24/7 EMERGENCY AID LINE

444 1 439

 **Garanti BBVA**
Fleet

Important Phone Numbers

Fire Notification	110
Emergency Medical Service –	112
Municipal Police	153
Traffic Police –	155
Police Emergency –	155
Gendarmery Emergency –	156
Coast Guard –	158
Tourism Info Line –	170
Police Hotline –	174
Forest Fire Notification Line –	177
Governor's Office Hotline –	179
Environment Info Line –	181

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www.garantibbvafilo.com.tr



What you must be aware of at the time of pick-up

- Make sure you receive the spare keys with the car.
- Make sure to ask the pick-up branch for the instruction manual of the car.
- Make sure that the car registration and the Traffic Insurance documents are in the registration bag.
- Do not forget your empty accident report sheet at the time of pick-up.
- Check if the tool kit that contains a traffic kit, chains, fire extinguisher, etc. materials prepared for you by Garanti BBVA Fleet is in your car.
- Make sure that your car's license plate holder has a Garanti BBVA Fleet logo. It will assist you to benefit from Garanti BBVA Fleet privileges.

Important Notice

- Keep Garanti BBVA Fleet User Manual where you can easily reach in your car.
- Carefully read the user manual of your car, which is given to you at the time of pick-up.
- Make sure to follow routine maintenances of your car for a safe drive.
- Benefit from free-of-charge tire change service to make sure your tires are suitable for the season.
- Be aware of any warning signs while driving your car.
- Regularly check the engine oil, water, and tire pressure levels of your car.
- We suggest checking the fire extinguisher in your car as explained in the user manual. The fire extinguisher's shelf life and the warranty period are 24 months.
- Make sure to have your car checked for exhaust inspection at the end of the third year following the issue date of technical documents.
- Make sure to have an empty accident report and a pen in your car. If you don't have an empty report, you can download and print one out at www.garantifilosigorta.com.tr or request one sent to you via e-mail from info@garantifilosigorta.com.tr or by calling the Garanti BBVA Fleet Insurance at +90 216 625 43 00.

- In case of damage to your car, inform Garanti BBVA Fleet as soon as possible and have the necessary repairs done. Having the car repaired as soon as possible is important for a safe drive and for not putting your company to additional expenses.
- Do not leave the keys on your car. If your car is stolen with its keys, your comprehensive auto insurance will be invalidated. An important difference of Garanti BBVA Fleet Insurance's auto insurance programs is that the insurance will indemnify 50% of the cars stolen with their keys with 50% deductible.
- Do not duplicate your keys without prior confirmation of Garanti BBVA Fleet.
- Do not have any extra accessories applied on the car, which may invalidate your car's warranty, or which are against the applicable law. Please remember that any accessories that you will remove before returning your car must not damage the original conditions of your car.
- Please inform Garanti BBVA Fleet as soon as possible in case of lost registration documents or keys.



Force Majeure



Ensuring your safety in cases of force majeure events like fire, flood, or other natural disasters is a priority. In case of any damages to your car, obtain a detailed damage report from a police or gendarmery station and prepare a user statement. Please call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within working hours or 24/7 Emergency Help Line at 444 1 439 out-of-hours for any assistance regarding damage repairs.

Hijacking and Willful Misconduct

If your car is hijacked or got damaged as a result of willful public misconduct, please apply to a police or gendarmery station as soon as possible. After that, please notify Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within working hours or 24/7 Emergency Help Line at 444 1 439 out-of-hours and send the police report to Garanti BBVA Fleet. Garanti BBVA Fleet officials will handle your file after that.



Documents required for damage repairs

- Signed Accident Assessment Report
- Police Report (certified copy)
- Alcohol Report (certified copy)
- Statements or Witness Report (certified copy)
- Statement
- A copy of your Driver's License
- A copy of Registration
- Any photos showing the damages or accident (if any)



Lost License Plate or Registration

If you lose your car's license plate or registration, please call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours to handle the processes smoothly. Our team will assist you in the necessary steps. We would like to remind you that all expenses of the lost plate or registration will be invoiced to you.

Recovering a Car Seized by Traffic Police Officers



In case your car is seized by traffic police officers, please call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours for assistance. All expenses due to user error will be invoiced to you.

In which cases should you ask for an official report?



- If the car accident resulted in injuries or death,
- If the accident caused damage to the belongings of public enterprises or third persons,
- If the parties in the accident cannot agree on how the accident happened,
- If one of the drivers is under 18,
- If one of the drivers is suspected for mental health issues,
- If one of the drivers is determined to be intoxicated,
- If any of the drivers do not have a driver's license or driving a motor vehicle with an unsuitable license,
- If one or more cars in the accident are not covered by a Traffic Insurance (Green Card document for foreign vehicles act as traffic insurance).

In these cases, please call 155 Police Hotline or 156 Gendarmery Hotline to ask for an official report about the accident.

Damage Repair Operations



Comprehensive insurance notification period is limited with 5 days for Insurance Companies. Thus, if any damages occur on your car, make sure to notify it within 5 days. Or else, repair expenses will not be covered by the insurance. You only need to collect the documents and submit them to the repair service for insurance operations.

What do to in case of an accident?

If you are involved in an accident, please call 24/7 Emergency Help Line at 444 1 439. An Accident Assessment Report must be filled for accidents with only material damages that do not involve a death or injury and that all parties agree on how it happened. In other cases, please call 155 Police Hotline or 156 Gendarmerie Hotline for an official accident report.



If you cannot move your car, ask for a tow truck from 24/7 Emergency Help Line at 444 1 439. Ask the tow truck driver to bring your car to the nearest Garanti BBVA Fleet-contracted service.

If you are involved in an accident while driving between cities and you cannot move your car, call 24/7 Emergency Help Line at 444 1 439 and ask a commute for you and the passengers in your car to your destination. A replacement car will be provided to you in case of an accident, subject to the conditions in your contract. You can ask for a replacement car from Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours. Please wait at least 15 minutes before starting your car after an accident. Open the hood and check for any cracks/fractures and the oil level indicator. If all is good, you may drive your car. For your safety, drive to the nearest service point by constantly checking the oil and heat panels.

Routine Maintenance of your Car



Make sure to follow the routine maintenances of your car at the authorized service in the kilometer ranges given in the manual to ensure the warranty of your car continues. You only need to pick a Garanti BBVA Fleet-contracted authorized service and book a spot when your car needs maintenance. Please do not make a payment to the service. Routine maintenances of your car are free-of-charge for you and will be paid by Garanti BBVA Fleet. You can use the information bank on www.garantibbvafilo.com.tr for a list of contracted services or call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours; they will redirect you to the closest authorized service of your car.

Malfunction Repairs



If one of the warning signs go off when you are using your car, please inform Garanti BBVA Fleet as soon as possible. You can call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours or 24/7 Emergency Help Line at 444 1 439 and ask for assistance about any malfunction. Our team will help you or redirect you to solve the problem.



Exhaust Inspection

Technical inspection and exhaust emission inspection of your car must be done by the end of the third year following the issue date of technical documentation. This is a legal liability. You can use any of TÜVTürk's branches for technical and exhaust emission inspections. Please book a spot on www.tuvturk.com.tr. You will need a letter from your company authorizing you for inspection operations. You need to keep the exhaust inspection stamp given after the inspection with your registration and keep it ready to submit anytime you are asked to. If you submit the inspection receipts to Garanti BBVA Fleet, the amounts you paid will be returned to your company, except for any delay fines.

OGS/HGS Request



You need to submit a written request signed by your company authorities to Garanti BBVA Fleet to use an OGS or HGS device in your car. When we reach your authorization letter, we will issue and send an official letter so that you can get and use an OGS / HGS device. After that, you need to take that letter to official authorities and get a device.

Permit to Use the Car Abroad



You should not use the car you rent from Garanti BBVA Fleet abroad without prior confirmation of Garanti BBVA Fleet. If you use your car without insurance coverage, please remember that you will be responsible for any damages. Thus, please obtain a Letter of Undertaking from your company. Upon that, Garanti BBVA Fleet will have a Letter of Authorization for the Driver, green insurance coverage and abroad comprehensive car insurance coverage prepared and delivered to you. We would like to remind you that all expenses for abroad usage will be invoiced to you. Please call Garanti BBVA Fleet Insurance at +90 216 625 43 00 within office hours for detailed information.

Traffic, Municipality and Highways (OGS/HGS) Fine Payments



Garanti BBVA Fleet will track all fine payments and pay them for you. Fine payments made by Garanti will be invoiced and sent to you in monthly notifications.

Returning your Car

You need to return your car in the same condition you received it, with all the accessories and without any damages. Please determine any damages and lacking accessories in your car before returning it and have them repaired at an authorized service. After the repairs are complete, please return

- Your car
- Registration, exhaust emission stamp, and inspection documents of your car
- Main and spare keys of your car
- The complete tool kit (spare tire, lever jack, nut runner, lug nut with code, chain set, first aid bag, and fire extinguisher)
- And winter tires (if you are personally storing them)

to us.

Sticker gate entrance key, OGS/HGS devices, automatic fuel devices, etc. accessories belonging to your company must be removed before returning your car. Please call Garanti BBVA Fleet Ops Center at +90 216 625 43 00 within office hours for any assistance about returning your car.

Changing Tires

When you need to change your tires at season changes or when you exceed the kilometer limit written in your rental contract, you need to change your tires. To order new tires according to the specifications of your car, you only need to place an order to new tires on www.garantibbvafilo.com.tr. Your tires will be procured, and you will receive booking details from the closest tire service. If you already have tires that are already suitable for the season and you only need a changing service, please call the tire branch you previously used for an appointment. Please call +90 216 625 43 00 within office hours for any questions or requests about changing tires.



Online Information Bank

You can access detailed information about the services you receive from Garanti BBVA Fleet from the Information Bank on www.garantibbvafilo.com.tr.

