



# LEX AUTOLEASE

## IMPORTANT INFORMATION FOR CUSTOMERS ABOUT ENHANCEMENTS TO ONLINE SERVICE BOOKINGS

As a direct result of feedback from customers, we have enhanced our online service booking provision, improving the way that drivers interact with Lex Autolease and enhancing the overall online booking experience.

### WHY HAVE THE CHANGES BEEN MADE?

At Lex Autolease, we are committed to continuous improvement and delivering an industry-leading service. Through feedback received from customers as part of our bi-annual customer satisfaction survey process, we identified an opportunity to enhance our online service booking provision, ultimately making it more user-friendly for customers.

### WHAT IS CHANGING AND HOW DO I GET ACCESS?

Our new online service booking provision is available via the Lex Autolease Driver Portal and can be accessed from any internet-enabled device. Drivers can choose a garage based on performance, location and availability at a time convenient to them with instant booking confirmation.

Key features of the new system include:

- Convenient online service available 24/7 for servicing, MOTs and repairs via any internet-enabled device (e.g. desktop, laptop, tablet, smartphone)
- Puts the driver in control by offering a choice of service providers, utilising our preferred network based on availability, geographical location and service performance rating
- Provides booking confirmations, reminders and cancellations (available via SMS and email)
- Available to all drivers utilising their driver log-in details or vehicle registration
- Fleet Managers can view all their drivers' bookings via Lex Autolease interactive

### WHEN WILL THE ENHANCED SYSTEM BE AVAILABLE?

The changes are now live so drivers will notice the improvements right away. The updated system is extremely intuitive and user-friendly and your account management team are on hand to answer any questions you may have.

### ACTION REQUIRED BY CUSTOMERS

No specific action is required on the part of customers as a result of these enhancements, however we would encourage all drivers to try out the new facility as we believe it offers the ultimate in control and convenience.

### HOW DO I ACCESS THE PORTAL?

To access the portal please visit [driver.lexautolease.co.uk](http://driver.lexautolease.co.uk)

### FURTHER INFORMATION

For more information or should you have any immediate questions, please contact your account management team directly.

