

# Welcome to Eqstra

To make your life easier, we've compiled this driver pack containing all the essential information about our services.

Our dedicated contact centre agents are always ready to assist you. We recommend that you save our contact numbers on your phone so that you can reach us whenever you need them.

You never know when you might require our assistance, and we're just a call away!

## Windhoek

+26461272595 (Office hours)

+264811240341 (After hours)

## Oranjemund

24/7 driver emergency in the town area

081 699 5728 (Mobile)

4667 (Radio)

## 24/7 SCM

081 694 1076 (Mobile)

4206 (Radio)

## Operational support

081 625 5409 (Office hours)

## Full maintenance rental (FMR)

Eqstra finances your vehicle under the full maintenance rental product (FMR).

FMR covers finance, maintenance, servicing and tyre replacement, vehicle licencing and traffic fine management.

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

- Servicing of the vehicle as per the vehicle manual, and fair wear and tear maintenance and repairs to the vehicle. Please refer to the maintenance driver pack.
- Replacement and maintenance of tyres (if selected by your company), please refer to the tyre driver pack.
- Initial registration and the management of the annual licencing of the vehicle for passenger and light commercial vehicles.
- 24/7 roadside assistance (if selected by your company), please refer to the roadside assistance driver pack.
- Management of traffic fines: All traffic fines are redirected to you as the driver.
- Cross-border authorisation (with permission from your fleet manager).

Eqstra 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 Namibia
- Telephone and e-mail contact details

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

## Maintenance management

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

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 Eqstra preferred and approved service centres can be found on our website or you can find a supplier on the app.

Alternatively, our Eqstra contact centre agents are available to assist you. You may request an Eqstra agent to make a booking on your behalf.

Should your vehicle be out of warranty, Eqstra 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 by Eqstra and that they should contact Eqstra to obtain authorisation before commencing the work.

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

## Tyre management

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 every 10,000 km and check your tyre pressures regularly. Tyre pressures should be checked when the tyres are cold.

**Remember: As a driver, you will never be required to make a payment for any work done on your vehicle.**

If you have any queries relating to the servicing, maintenance or tyre repair/replacement, Eqstra is here to assist you 24/7.

Eqstra is responsible for the payment for the replacement of the tyres.

Tyres are replaced when they reach a tread depth of less than 1.6 mm. Tyres must have travelled a minimum of 40,000 km to qualify for a tyre replacement.

Wheel balancing, alignment and puncture repairs are also covered by Eqstra.

A list of Eqstra preferred and approved fitment centres can be provided by our Eqstra maintenance agents. You may request an Eqstra agent to make a booking on your behalf.

When delivering your vehicle to the tyre fitment centre, please notify the booking agent that the vehicle is managed through Eqstra, and they should contact Eqstra 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 Eqstra and will be recharged to your company.

## Roadside assistance

Eqstra is here to assist you in the event of a mechanical breakdown or when you require any type of roadside assistance.

Please contact us as your safety is our top priority.

Eqstra is here to assist you 24/7.

The following services are included:

- Flat battery
- Flat tyre change
- Vehicle runs out of fuel (10L at your cost)
- Vehicle towing services (mechanical)
- Safe vehicle storage

## Tracking

For the protection and safety of both you and your vehicle, your vehicle has been fitted with a tracking device (if this option was chosen by your company).

In the event of your vehicle being stolen or hijacked, please contact Eqstra'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.

## Log-book

Our vehicle tracking service includes an electronic logbook.

If you are registered as the regular driver, you will receive a log-book link via email.

The link will take you to a report displaying the previous week's trips, and you will be able to confirm if the trip was either private or business.

We recommend that you create points of interest (POI) against all business trips.

## Licencing

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

Eqstra 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 to arrange a duplicate licence disc.

Eqstra's support agents are here to assist you 24/7.

Eqstra 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.

**Remember: As a driver, you will never be required to make a payment for any work done on your vehicle.**