

# Ayvens | Salary Plan SLA Document

## Quality, Availability and Responsibility

**As of January 2023**

Version: 1.1

Last updated: January 17, 2023



## Ordering Vehicles

Ordering Vehicles	Definition/Remarks	SLA	Responsible
Salary Plan website availability: - Creation of Lease Quotes - Car Ordering And, other functionalities	Creation of Lease Quotes/MyQuotes module (availability is subject to successful credit appraisal) Does not include unplanned downtime	96%	Ayvens
Quote Verification	Once the employee submits lease quote for Ayvens verification (and next steps), Ayvens reviews and checks quote.  If quote is accurate, it is pushed to Client HR for approval. For any change in quote, Ayvens sends back to user with inputs.	1 working day	Ayvens
Approval of Quote	On completion of Ayvens Verification, if the quote is accurate, it is submitted for Client Authorisation.		Designated Client Authoriser
Purchase Order (PO) to Dealer	Processing of order and release of PO to dealer	<ul style="list-style-type: none"> <li>• 2 working days in case the PO is to be released to dealer already empanelled with Ayvens</li> <li>• 4 working days in case dealer is selected by employee of client company*</li> </ul> <i>*Non-empanelled dealer need to be registered with Ayvens first, hence the timeline of 4 days starts from the time dealer submits all necessary documents</i>	Ayvens
New Car Registration	New Car Insurance Issuance <i>(From the time of availability of required details such as engine and chassis number)</i>	• 1 working day	Ayvens
	New Car Registration forms required to be submitted to RTO	5-7 working days • Subject to availability of Client's Authorised Signatory	Authorised signatories from Ayvens & Client/employee ordering the car
	New Car Registration (Number/HSRP, etc.) <i>(This is mostly dependent on RTO location and 'first-time' error-free documentation)</i>	7-10 working days	Ayvens/ Dealer selected by employee
	Registration Certificate (RC)	45-90 days depending on state RTO. Dispatched directly by RTO to registered vehicle user (company/employee)	Respective RTO



Vehicle Delivery Updates	Ayvens will provide delivery updates in case the car is ordered from its empanelled dealers. In case car is ordered from non-empanelled dealer (selected by employee), updates need to be sought directly by employee.	2 working days after PO release to dealer <i>Applicable in case car is ordered from Ayvens empanelled dealer</i>	Ayvens
Vehicle Delivery	Employee to take delivery of car from dealer showroom or request for delivery to home or office address as per own preference	As per availability	Employee

## Insurance Renewal

Insurance Renewal	Definition/Remarks	SLA	Responsible
First reminder of insurance	First reminder for insurance renewal is sent 60 days before date of expiry.  Followed by reminders 45, 30, 15 and 7 days before date of expiry.	60 days	Ayvens
Issuance of insurance policy	Pre-paid cases: Once the insurance payment is realised, policy is renewed  Post-paid cases: Renewed policy is issued 7 days before expiry	7 days before expiry for post-paid cases	Ayvens

## Availing of Services

Availing of Services	Definition/Remarks	SLA	Responsible
Booking a car for service	Salary Plan car users can book their car for service on Salary Plan website or by contacting Ayvens Customer Care.  On receiving the request, Ayvens books and coordinates services through its list of empanelled workshops (from 0800 AM to 0800 PM, Monday through Sunday)	Immediate Booking	Ayvens
24X7 Breakdown Assistance	Service is applicable if contracted for by the employee.  User to call 0124 4203131 or 1800 103 3131 to avail breakdown assistance for onsite support.	60 - 90 minutes within covered city* limits <i>*Cities where this service is available</i>	Ayvens



Damage Handling	<p>Applicable for all cars where Damage Handling Service has been contracted for by the Company.</p> <p>AND</p> <p>For all Salary Plan vehicles insured via Ayvens's Insurance Partner and are repaired at Ayvens's empanelled workshop.</p>	Immediate Booking	Ayvens
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## Lease Foreclosure & Terminations

Foreclosure and terminations	Definition/Remarks	SLA	Responsible
Request for Book Value Chart	<p>Available on Salary Plan website for the employees to download.</p> <p>Available on request via email or call</p>	<p>Instant</p> <p>2 working days</p>	Ayvens
No Objection Certificate for early termination or normal lease completion	<ul style="list-style-type: none"> <li>Applicable from the date of clearance of all dues including Foreclosure/ Termination payment and any other dues related to Lease Rental, Debit note, etc.</li> <li>Also, subject to Client Coordinator availability (where applicable) for NOC signing.</li> </ul>	10 working days	Ayvens
Reminder for car coming up for Lease term completion/Termination	Reminder for completion of lease term is sent to employee	60 days prior to termination	Ayvens

## Contact Ayvens

Contact Ayvens	Definition/Remarks	SLA	Responsible
Contact Centre Accessibility (Post-Sales Service)	Answering incoming calls	89%	Ayvens Customer Support
Complaints and Escalations	Complaint Acknowledgement	<p>Within 3 working hours</p> <p><i>Resolution timeline will depend on nature of issue</i></p>	Ayvens Customer Support



**Salary Plan website:**

[www.Salaryplan.co.in](http://www.Salaryplan.co.in)

**Contact center number:**

1860 500 5050 | 1860 419 5050

**E-mail:**

customercare@leaseplan.com

**Please note:**

Ayvens follows a 5-day work week (09:00 AM to 05:30 PM), except for the contact centre which works from Monday through Sunday (08:00 AM to 08:00 PM).

