

The logo graphic consists of several overlapping, rounded, wavy shapes in shades of orange and red, creating a dynamic, upward-trending visual effect.

LeasePlan

LeasePlan | SLA Matrix

Quality, Availability and Responsibility

As of January 2023

Version: 1.1

Last updated: January 17, 2023

Ordering Vehicles

Ordering Vehicles	Definition/Remarks	SLA	Responsible
SalaryPlan 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%	LeasePlan
Quote Verification	Once the employee submits lease quote for LeasePlan verification (and next steps), LeasePlan reviews and checks quote. If quote is accurate, it is pushed to Client HR for approval. For any change in quote, LeasePlan sends back to user with inputs.	1 working day	LeasePlan
Approval of Quote	On completion of LeasePlan 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"> • 2 working days in case the PO is to be released to dealer already empanelled with LeasePlan • 4 working days in case dealer is selected by employee of client company* <i>*Non-empanelled dealer need to be registered with LeasePlan first, hence the timeline of 4 days starts from the time dealer submits all necessary documents</i>	LeasePlan
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	LeasePlan
	New Car Registration forms required to be submitted to RTO	5-7 working days <i>Subject to availability of Client's Authorised Signatory</i>	Authorised signatories from LeasePlan & 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	LeasePlan/ 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	LeasePlan 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),	2 working days after PO release to dealer <i>Applicable in case car is ordered from LeasePlan empanelled dealer</i>	LeasePlan

	updates need to be sought directly by employee.		
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	LeasePlan
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	LeasePlan

Availing of Services

Availing of Services	Definition/Remarks	SLA	Responsible
Booking a car for service	SalaryPlan car users can book their car for service on SalaryPlan website or by contacting LeasePlan Customer Care. On receiving the request, LeasePlan books and coordinates services through its list of empanelled workshops (from 0800 AM to 0800 PM, Monday through Sunday)	Immediate Booking	LeasePlan
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>	LeasePlan
Damage Handling	Applicable for all cars where Damage Handling Service has been contracted for by the Company. AND For all SalaryPlan vehicles insured via LeasePlan's Insurance Partner and are repaired at LeasePlan's empanelled workshop.	Immediate Booking	LeasePlan

Lease Foreclosure & Terminations

Foreclosure & Terminations	Definition/Remarks	SLA	Responsible
Request for Book Value Chart	Available on SalaryPlan website for the employees to download Available on request via email or call	Instant 2 working days	LeasePlan
No Objection Certificate for early termination or normal lease completion	<ul style="list-style-type: none"> Applicable from the date of clearance of all dues including Foreclosure/ Termination payment and any other dues related to Lease Rental, Debit note, etc. Also, subject to Client Coordinator availability (where applicable) for NOC signing. 	10 working days	LeasePlan
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	LeasePlan

Contact LeasePlan

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

SalaryPlan website:

SalaryPlan.co.in

Contact center number:

1860 500 5050 | 1860 419 5050

E-mail:

customercare@leaseplan.com

Please note:

LeasePlan 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).