



Driver Handbook

Welcome to Velocity Leasing!

Thank you for choosing Velocity Leasing. We are thrilled to be part of your journey and are dedicated to making your driving experience as smooth, enjoyable, and hassle-free as possible.

With your new lease, you're not just getting a car; you're gaining access to a team committed to supporting you every mile of the way. From our reliable customer support to our maintenance services, we're here to help you get the most out of your vehicle.

If you have any questions, don't hesitate to reach out. We look forward to serving you and making every journey an exceptional one!

Wishing you safe and happy travels,

Velocity Leasing Team

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Payment Matters

Payment Methods:

- Weekly or monthly payment options via e-GIRO will be setup upon collection of car
 - Weekly rental deduction will occur on every Monday.
 - Monthly rental deduction will occur on every 28th of the month.

Missed/Unsuccessful Payment:

- In an event of missed and/or unsuccessful deduction, a \$20 late payment fee will be charged. Please do ensure you have sufficient funds in your e-GIRO registered bank account.
- If payment is not made within 72 hours from the due date, repossession of the vehicle will take place and a \$300 repossession fee will be borne by Lessee.

Servicing & Maintenance

Every 10,000km mileage OR every 6 months

All vehicles in our fleet require regular servicing to maintain optimal performance. It is mandatory to schedule servicing at intervals of either 10,000 km or every 6 months, whichever comes first, to prevent damage and ensure the vehicle remains in good condition.

Authorised Workshop

All servicing and repairs must be carried out at our authorised workshops.

Booking & Appointment Servicing Enquiries	24/7 Breakdown Tow Hotline
+65 8356 9999	+65 6817 5739

Main Workshop

Address
One @ Jalan Lam Huat 1 Jalan Lam Huat #01-03B Singapore 737659

Other Authorised Workshops - Shell Autoserv

Address	
Shell Autoserve @ Bukit Batok	28 Bukit Batok East Ave 6, Singapore 659760
Shell Autoserve @Bukit Panjang	772 Upper Bukit Timah Road, Singapore 678122

Shell Autoserve @ Boon Lay	2 Boon Lay Ave, Singapore 649960
Shell Autoserve @ Tampines	9 Tampines Ave 2
Shell Autoserve @ Sembawang	595 Sembawang Road, Singapore 758454
Shell Autoserve @ Toh Payoh	248 Lor 1 Toa Payoh, Singapore 3199755

Notes:

- Downtime Reimbursement for ≥ 6 hours.
- A replacement car may be provided if the estimated downtime of the vehicle is more than 3 days.
- Breakdown tow can only be arranged by us, via our 24-hour hotline.

Accident Related Matters

Call Accident Reporting Hotline immediately on site

Accident Reporting Centre

Address	24/7 Accident Hotline
Accident Reporting Centre ONE @ Jalan Lam Huat One Jalan Lam Huat #01-03B S737659	+65 6817 5739

Notes:

- All accidents must be reported to our Accident Reporting Centre within 24 hours.
- Update & seek further advice from your Relationship Manager.

What to do in case of an accident?

Step 1: Accident Assessment

- Remain calm, check yourself & passengers for injuries.
- If someone is injured, call 995 or 999 for ambulance & police assistance immediately.
- Check for traffic and alight from the car safely.
- Evacuate if required.
- Do not move the vehicle until documentation of the accident is completed.

Step 2: Reporting

- Call the Accident Reporting Hotline (+65 6817 5739) immediately.
- Alert the authorities (Police & Fire Department) if there is collateral damage (deaths, injuries, or public property damage)

Step 3: Traffic Control

- Switch on your hazard light
- Check for oncoming traffic

Step 4: Documentation

- Take videos/photos to document the accident scene & damage.
 - Wide-angle photos of the surrounding
 - Involved vehicles position
 - Damage of involved vehicles, including your vehicle, with visible licence plates
 - Disconnect power to dashcam 5 minutes after ensuring safety of all involved party/parties.
 - Seek further advice from your Relationship Manager.
- Avoid commenting on the cause of the accident or admit liability or argue over who is at fault.
- Note down involved motorists particulars, such as NRIC/FIN/Passport No., driving licence, vehicle licence plate and Insurance Policy.

- Note down witnesses' NRIC/FIN and contact details - e.g. passengers or bystanders.
- Contact our Accident Workshop within 24 hours for reporting and submission of documents, including in-car camera footage.

Notes:

- Beware of road scammers (often posing as 'victims' of an accident) who offer to file a claim on your behalf and promote unnecessary repairs.
- Mutual Settlement - If both parties agree to proceed with a mutual settlement, please complete and sign the Mutual Settlement Form [PDF link]. Additionally, contact your Accident Reporting Centre to file a report for record-keeping, in case the other party attempts to file a claim against you.
- Do not engage unauthorised tow truck operators.

End Of Contract Matters

Return Notice

- WhatsApp us (+65 8356 9999) to arrange for an appointment to return your vehicle. A confirmation message will be communicated via WhatsApp.

Deposit Refund/Forfeiture

- Deposit will be used to offset any rental outstanding, repair, and/or miscellaneous charges.
- Deposit refund will be put on hold for pending accident cases and/or unsettled summons.
- Deposit will be refunded after 21 days upon return of the vehicle via bank transfer to the hirer's registered bank account/PayNow directly.

Charge Return Policy

- Hirers must return the vehicle with the same amount of fuel /charge as provided during collection. Failure to do so will result in a fee:
 - Petrol type: S\$30 (before GST) for every quarter tank
 - Electric type: \$5 per 10% charge
- For more details, please refer to your rental contract.

Early Termination

- Deposit will be forfeited for early termination/discharge of contract.
- Special cases:
 - Please inform your respective Relationship Manager for case-by-case evaluation.