

# **DRIVER'S INFORMATION**



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**Your friend since day one**

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\*Information presented in this handbook is correct at time of printing and is condensed from the full terms and conditions that drivers have agreed during time of contract signing. Lion City Rental reserves the rights to change, edit, omit details within this handbook without prior notification or notice. Kindly ensure that you have the latest up-to-date copy of the driver's information handbook.

All rates shown in this booklet is subject to prevailing GST, unless otherwise stated.

# PAYMENT MATTERS

## Payment Guidelines

- All payments must be made every **Wednesday by 5pm (SGT)**.
- S\$60 will be chargeable for each and every late payment.
- Prevailing GST will be applied on all charges including but not limited to accident excess, vehicle damage fee and miscellaneous fees, or wherever applicable.
- Any default payment may result in vehicle repossession, and the repossession fee of \$500 (subject to prevailing GST) will be borne by the hirer.

## Reading your payment statement

Items and description	\$ Amount
Outstanding amount as of 12 Dec 2022	\$0.00
<b>A</b> Payment received within 12 Dec 2022 - 18 Dec 2022	-\$567.00
<b>C</b> Rental charge for SXXXXXA, 16 Dec 2022 - 19 Dec 2022	\$327.00
<b>B</b> \$105 discount for SXXXXXA, 16 Dec 2022 - 19 Dec 2022	-\$105.00
<b>C</b> Opt-in CDW for SXXXXXA, 16 Dec 2022 - 19 Dec 2022	\$21.00
<b>B</b> You have been referred by an existing LCR Partner: MR. LOW CHIEW RONG (Total \$80)	-\$80.00
<b>C</b> Rental charge for SXXXXXA, 16 Dec 2022 - 26 Dec 2022	\$763.00
<b>B</b> \$245.00 discount for SXXXXXA, 19 Dec 2022 - 26 Dec 2022	-\$245.00
<b>C</b> Opt-in CDW for SXXXXXA, 19 Dec 2022 - 26 Dec 2022	\$49.00
<b>C</b> Deposit invoice issued within 12 Dec 2022 - 18 Dec 2022	\$500.00
<b>A</b> Deposit received within 12 Dec 2022 - 18 Dec 2022	-\$500.00
<b>E</b> Balance Due	\$163.00

Items and description	\$ Amount
<b>D</b> Outstanding amount as of 19 Dec 2022	\$163.00
<b>A</b> Payment received within 19 Dec 2022 - 25 Dec 2022	-\$163.00
<b>C</b> Rental charge for SXXXXXA, 26 Dec 2022 - 02 Jan 2023	\$763.00
<b>B</b> \$245.00 discount for SXXXXXA, 26 Dec 2022 - 02 Jan 2023	-\$245.00
<b>C</b> Opt-in CDW for SXXXXXA, 26 Dec 2022 - 02 Jan 2023	\$49.00
<b>E</b> Balance Due	\$567.00

- A (in blue box) = Amount that you have settled/paid for previous week's statement;
- B (in teal box) = Discounts applied to your account;
- C (in green box) = Various applicable sub-total item(s) that you are being billed in this current week's statement;
- D (in red box) = Balance due for previous week's statement;
- E (in purple box) = Grand total amount you need to pay for this current week's statement by Wed

## Payment Method - Easier payment options just for you



Scan here for more information

### PayNow

- 1) Log in to your mobile banking app.
- 2) Go to Pay -> PayNow using UEN.
- 3) Enter LCR **UEN 201504621K** into the field.
- 4) Enter the "Bill Reference" in this format:  
[(Phone#)(Car Plate#)]  
e.g. 91234567SAB1234C
- 5) Ensure that Entity Name is  
**LION CITY RENTALS PTE LTD.**
- 6) Click on [Submit] after ensuring all details are accurate.

### AXS / iBanking

- 1) Scan QR code and select desired payment method
- 2) Follow on-screen instructions

# INSURANCE MATTERS

## Additional Protection Collision Damage Waiver (CDW)



### Without CDW

Insurance Excess **\$3,000** + Vehicle Damage Fee **\$3,000**  
= **(\$6,000)**

### OPTION

# 1



### With CDW

**@ \$3 / day**

Insurance Excess **\$1,500**  
+ Vehicle Damage Fee **\$1,500**  
**(\$3,000)**

### OPTION

# 2



### With CDW

**@ \$5 / day**

Insurance Excess **\$1,000**  
+ Vehicle Damage Fee **\$1,000**  
**(\$2,000)**

### OPTION

# 3



### With CDW

**@ \$7 / day**

Insurance Excess **\$500**  
+ Vehicle Damage Fee **\$500**  
**(\$1,000)**

*\*The above illustrations and rates are subject to prevailing GST*

## Insurance Excess & Coverage



### Windscreen Excess

- S\$100 (before GST) + S\$20.80\*

*\* Replacement of PHV Decal - VICOM inspection centre at own expense.*



### Malaysia Coverage\*\*

- Strictly for leisure purposes only.
- No insurance coverage beyond Batu Pahat.
- Excess will be doubled if accident occurs outside of Singapore.



### Young / Elderly Driver Excess\*\*

- Additional excess of \$2,500 (before GST) will be applicable for young drivers < 24 year old, and senior drivers > 69 years old.
- Excess will be doubled if accident occurs outside of Singapore.

*\*\* Terms apply equally to drivers who opt in for Collision Damage Waiver (CDW)*



## IMPORTANT NOTES

- Only authorised drivers are allowed to drive the vehicle. (You may apply here: [bit.ly/LCReexistingHirers](http://bit.ly/LCReexistingHirers))
- No insurance coverage for any unauthorised driver.
- CDW insurance excess is only applicable for accident cases.
- Vehicle Damage Fee & Insurance Excess are applicable if you are the middle car for a chain collision.
- Always ensure you have our ARC/workshop's contact information readily available.
- Rental is ongoing even if the vehicle is under accident repairs.
- Replacement car\*\* can be arranged. You may request from ARC at 4 Jalan Besut office.
- If you are involved in an accident with a foreign vehicle, regardless of fault, you are only eligible to claim 'Own Damage'.

*\*\*Subjected to availability and may not be the same model as the principal car.*



# INSURANCE MATTERS

## What to do in case of an accident:

### DOs

- Stay calm. Check if any party is injured.
- If there are any serious injuries, call 995/999 immediately.
- Take down all number plates of the involved vehicles, particulars of drivers and witnesses, if any.
- Take photos of the accident scene, capturing the accident vehicles and surrounding areas.
- Report to the Accident Reporting Center within 24 hours / next working day. (Accident Reporting Center operating hours, Monday - Friday 8.30am - 4.30pm)

### DON'Ts

- Get into a heated argument with the other parties involved.
- Discuss liability with parties involved in the accident at that instance.



Please call our hotline **6252 5525**

Last call for accident reporting is **4pm**

## You are required to make a police report if:



### There are cases involving injury

- All parties not injured should stay at the scene and wait for the police to arrive.
- Vehicles should not be removed unless necessary. (e.g. evacuation of injured parties.)



### If third party is involved

- If third party involves:
- Government property
  - Government / Foreign / Embassy Vehicle
  - Pedestrian / Cyclist / E-scooter / Motorcyclist

# MAINTENANCE MATTERS

## Servicing and Preventive Maintenance

- All vehicles in our fleet require regular servicing to maintain optimal performance.
- It is mandatory to schedule servicing at the intervals specified for your vehicle model to prevent engine damage and maintain fuel efficiency.



Preventive maintenance **must** be carried out at designated intervals as follows:

**Petrol Models**  
Every **13,000km**  
travelled

**Hybrid Models**  
Every **18,000km**  
travelled

**BYD & SsangYong Models**  
Every **20,000km**  
travelled

## How to book your servicing appointment

### For Petrol, Hybrid & Diesel Models

**STEP 1**

Scan QR code or call our hotline to make your appointment



**STEP 2**

Select your preferred date, fill out the form and submit



**STEP 3**

Set a reminder and be present on the servicing date



### For BYD Electric Models



Please call our hotline **6252 5525**

For electric vehicle (EV) servicing or any other queries please contact our general hotline for assistance.



## Book 2,000 km before servicing mileage is due

Hirers are encouraged to book their servicing appointment prior to sending their car for preventive maintenance servicing. Priority will be given to booked appointments. Reimbursements will not be provided for servicing without a prior appointment.

## KEY GUIDELINES FOR HIRERS

- Preventive maintenance of vehicle **MUST** be arranged by the hirer.
- LCR reserve the rights to repossess the vehicle should the hirer fail to schedule the vehicle for preventive maintenance. Repossession fee of S\$500 (before GST) will be borne by hirer.
- Returned vehicle with service overdue (> 15 days / 5000 km), will result in a full-day rental charge.
- Remember to remove all your valuables before sending the car in for servicing or repair.

# MAINTENANCE MATTERS

## Self-Checking and Daily Maintenance Tips

### Fuel Requirement

- Refuel with **RON95 or higher** to avoid engine damage.
- Hirers will be accountable for any damage caused by improper fueling.

### Key Fob Battery

- Ensure the key fob battery is in good condition.
- Prevent inconvenience by keeping the battery charged.

### Electric Vehicle Battery Charging

- Keep EV battery charge **between 20% and 100%** to maintain optimal battery health.
- Cost of towing or battery replacement as a result of prolonged low battery will be borne by the hirer.

### Tyre Pressure and Condition

- Check tyre air pressure **every 2 weeks** and pump at any petrol station when necessary.
- Inspect tyres for wear and tear, and replace them if necessary.
- A fee will be incurred if a replacement tyre differs in size from the original provided.

### AdBlue Additive (Euro 5/6 Diesel Cars)

- Only applicable for the Euro 5/6 Diesel Car - SsangYong Tivoli
- Reduces the amount of air pollution.
- Hirer is responsible for topping up AdBlue.
- This is part of our regular service, visit our workshop for **complimentary top up of AdBlue**. (No reimbursement will be made for hirers who choose to top up AdBlue at external workshops.)



While our preventive maintenance covers essential vehicle health, your daily care is key to keeping it in top condition.

## KEY GUIDELINES FOR HIRERS

- Hirers are responsible for taking care of the rented vehicle. (Including a good condition key fob battery)
- Vehicles must be refueled with RON95 fuel or higher. Failure to comply may result in serious engine damage, for which hirers will be held fully accountable.
- Hirers will incur a fee if the replacement tyre differs in size from the original provided.
- Cost incurred for damages attributed to negligence will be borne by the hirer.
- Vehicles that are badly damaged or deemed unsafe by our LCR Service Advisors will need to be replaced at the hirer's own cost.

# MAINTENANCE MATTERS

## What to do during a breakdown?

- Safely move the vehicle to the side, or road shoulder whenever possible.
- Switch on the 'Hazard' light to warn traffic behind.
- Display the 'Warning sign' behind your vehicle at least 45 meters apart from vehicle.
- Stand behind the road barrier or further from the road before making a call for assistance.
- Hirers are reminded to switch off all unnecessary electronics such as the car radio, charger and lights (except hazard lights), etc. to prevent a flat battery.

## Vehicle towing

Car can only be towed under the following scenarios:

- Vehicle cannot be moved
- Brakes not working
- Engine overheat
- Red checklight

**Vehicle Towing Hotline**  
**+65 9729 7337**



Coverage only in Singapore for vehicle breakdowns and exclusively for instances where the driver is deemed unfit to drive the vehicle. For cars that have been towed in, hirers will need to go down to our workshop to go through the damages & repairs required before repairing.

Replacement car are issued only if downtime exceeds 8 hours and are subject to availability. LCR Management reserves the rights to decide on appropriate compensation (if any) at their sole discretion and on a case-to-case basis.

## What is NOT included and is chargeable?



Flat Tyre



Tyre & Rim Damage



Tyre Sidewall Damage



Undercarriage damage



Low battery



Check engine light

- For vehicle breakdowns occurring outside of Singapore, the hirer is responsible for all associated towing and customs charges. This includes additional fees for towing from Malaysia to Singapore.
- In the event of a tyre puncture, please do not call towing unless necessary.
- Tyre punctures and key fob battery replacements are not considered as a vehicle breakdown, tyre replacement and towing fees will be borne by the hirer.
- Additional tyre sealant kits are available with extra charges.

## How to handle a Tyre Puncture



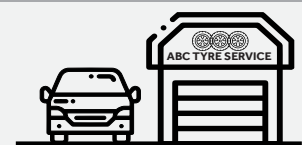
### STEP 1:

Stop the vehicle in a safe spot.  
Try to find a flat and smooth surface  
and turn on hazard indicators



### STEP 2:

Use the Tyre Sealant Kit provided in the car  
connect to the punctured tyre to seal.  
Pump air into tyre before driving.



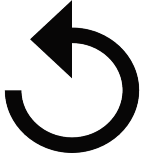
### STEP 3:

Drive the vehicle to the nearest  
workshop for tyre replacement.  
(If towing is required, cost will be borne by hirer)

# END OF CONTRACT MATTERS

## Return Notice

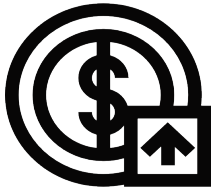
(Upon completion of contract)



- Submit **1 week** return notice\* before contract end date through vehicle return form on our website (Existing Hirers > Rental e-Services > **Return Car**)
- Time & location for return will be sent via SMS
- Rental is chargeable until the day of return .
- Penalty for early terminated contract applies.
- If less than 7 days notice were to be given, rental extension of up to 7 days will be billed to the hirer.

\* If contract end date falls on Sunday or PH, vehicle to be returned on the next working day. Additional days will be charged based on same current rates.

## Deposit Refund / Forfeiture



- Deposit will be used to offset any rental outstanding, repair &/ miscellaneous charges.
- Deposit refund will be put on hold for pending accident cases / unsettled summons.
- Deposit will be refunded **after 14 working days** via bank transfer to the hirer's registered bank account directly
- Deposit will be forfeited for early termination/ discharge of contract.

## Fuel / 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:
  - S\$30 (before GST) for every quarter tank / state of charge missing
- For more details, please refer to your rental contract.

## Charges upon Return



- Return the vehicle in the **same good condition**. Any damages will be assessed and chargeable accordingly.
- The cars cannot be tampered/ modified at all times. Any damages resulted from car tampering/ modifications, charges will be applied
- Smoking in our vehicles is strictly prohibited. For any lingering cigarette smell, a cleaning fee of S\$300 (before GST) will be chargeable.

## VEHICLE RETURN (DUE TO TERMINATION)

In the event a hirer breaches any contractual terms & conditions, Lion City Rentals has the right to terminate the rental contract without prior notice

If the vehicle is not returned as directed, the hirer is liable for any unpaid balances and additional expenses.

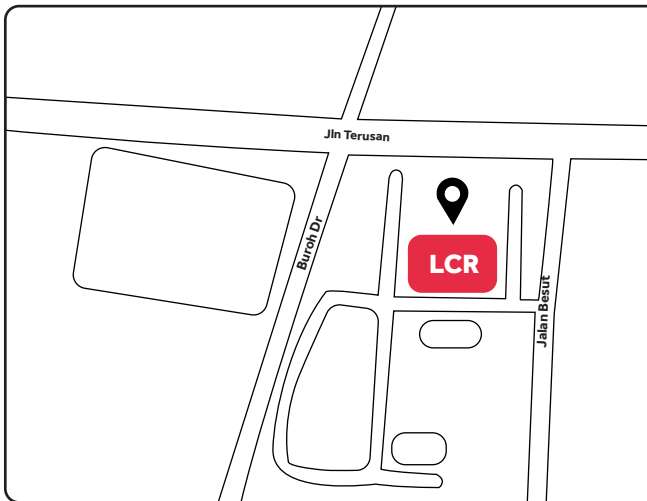
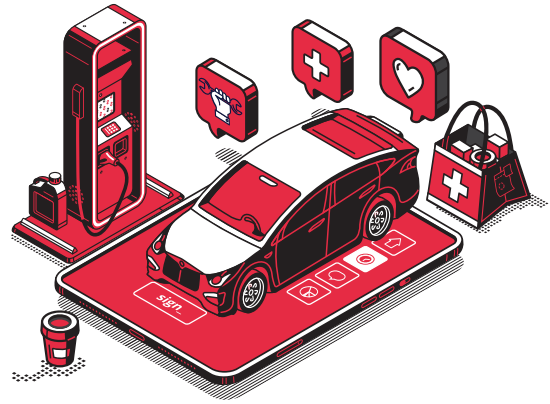
# USEFUL INFORMATION

## LCR Perks

Scan to access our exclusive hub for existing LCR hirers.



[bit.ly/LCRexistingHirers](https://bit.ly/LCRexistingHirers)



4 Jalan Besut, Singapore 619557

## Jalan Besut

### Operating Hours

Mon - Fri: 8.30am - 5.30pm

Sat: 8.30am - 4.30pm

Closed on Sun and Public Holidays

t: +65 6252 5525

e: [rentals@lioncityrentals.com.sg](mailto:rentals@lioncityrentals.com.sg)

w: [lioncityrentals.com.sg](http://lioncityrentals.com.sg)

### Available services



Rental sales  
office



Vehicle Collection  
& Return



Accident Reporting  
Centre



Vehicle Servicing  
Centre



Customer  
Service



Vehicle Servicing Centre is open every Monday to Friday,  
8.30am till 8.00pm only (Excluding Public Holidays).

## IMPORTANT REMINDER

DO NOT REMOVE OR TAMPER WITH THE PDVL DECAL  
HIRER WILL BE SOLELY RESPONSIBLE FOR REPLACEMENT



THE DRIVER COULD BE  
SUBJECTED TO

**21**  
Demerit points  
under the  
Vocational Licence Point System

**& \$500**  
Fine