

# Statement of Responsibilities

The Motability Scheme provides an affordable, all-inclusive package for our disabled customers. This is only possible through customers following a few simple rules.

Before placing your order, it is important that you read the following information carefully. If you have any queries, or you do not understand any of the information, you should speak to your dealer before you proceed any further with your application. Your dealer must confirm your understanding and acceptance of the rules to allow the application to proceed.

The customer or appointee must be present at the application, if they are not, application cannot be submitted.

## Suitability (dealer to complete)

### Customer suitability

Please tick to confirm the following:

- The customer is in receipt of a qualifying allowance. If you are new to the Scheme you must have 12 months allowance remaining on your award.
- The recipient/appointee is aware that in the event of the allowance is stopped, the contract will end, and the car will need to be returned.
- The recipient/appointee is aware that for drivers under 25, only petrol, diesel or hybrid cars with an ABI Insurance Group of 16 or lower and with a power output of 120 brake horsepower (BHP) or less, or electric cars with an ABI Insurance Group of 21 or lower and with a power output of 140 brake horsepower (BHP) or less, are available. This includes any nominated drivers.

## Car suitability (dealer to complete)

The recipient/appointee must confirm that all of the following questions have been considered before placing the order on behalf of the customer. If a car becomes unsuitable during the lease, the answers to these questions may be reviewed.

1. The recipient/appointee is happy with the accessibility and comfort of the car? This includes, but is not limited to:
    - a. Electric windows and mirrors
    - b. Air conditioning
    - c. Width of door openings
    - d. Comfortable seat and seating position
    - e. Suitable door sill height
    - f. Suitable door handle design
    - g. Suitable boot lid or hatchback opening
    - h. Suitable size and seating
    - i. Suitable controls e.g. ignition, handbrake, infotainment system
    - j. Transmission (manual/automatic/semi-automatic)
    - k. Colour/paint finish
- Yes  No

## Statement of responsibilities

I understand and confirm that I will abide by the following rules throughout the lease agreement:

- The car will only be used for the benefit of the disabled customer, and must remain under your control at all times
- The car must not be used for commercial purposes e.g. as a taxi or delivery vehicle
- The address you provide is your permanent residence
- The car will only be driven by the drivers approved and listed on the Certificate of Motor Insurance
- All drivers must have a legally valid driving licence
- I will notify Motability Operations Ltd or any of their relevant partners of any change in circumstances that may affect the above
- Any damage/rtc/theft must be reported and if there are any changes to the license that the insurers are notified within 48 Hours
- Our agreements are for 3 or 5 years, you are required to keep your vehicle for the duration of the agreement term
- Only drivers named on the insurance certificate are permitted to use the vehicle
- Driving other cars is not permitted

### Nominated driver suitability

Please tick to confirm the following:

- The recipient/appointee is aware that any proposed nominated drivers aged under 21 must live with the customer in order to be eligible as a nominated driver on the policy.
- The recipient/appointee has selected a car that meets the requirements of any driving licence restrictions.
- If your named drivers live at a different address, you will notify Motability Operations. A tracker may be required if no drivers live with a customer.

2. The recipient/appointee is happy that the car can accommodate relevant mobility aids such as wheelchairs, scooters or any other required equipment? This may include:
  - a. The ability to safely and securely stow any mobility aids
  - b. The possible benefit of an adaptation such as a hoist
  - c. The possibility that an additional person may be required to help stow mobility aids

Yes  No

3. The recipient/appointee is aware of the availability of adaptations that can help with:
- a. Getting in and out of the car
  - b. Driving the car
  - c. Stowing wheelchairs and scooters
- Yes  No

If the customer is interested in receiving more information about adaptations, please contact a Motability Scheme adaptation installer. Details available at [motability.co.uk/adaptations](http://motability.co.uk/adaptations) or telephone 0300 456 4566.

Adaptations fitted after handover are not subsidised.

4. The recipient/appointee is happy that they can afford the associated cost of leasing the car. Please ensure that they have considered:
- a. The relinquishment of their allowance
  - b. Additional mileage costs over the allowance
  - c. Fuel/Charging costs (EVs & PHEVs will likely have lower range in colder conditions or if using comfort electrical features) This includes breakdowns due running out of fuel/charge
  - d. Insurance excess
  - e. Uninsured damage
  - f. The cost of any chargeable adaptations
- Yes  No
5. The recipient/appointee is happy that they can afford the Advance Payment and optional extras (if applicable)
- Yes  No

### Adaptation suitability (dealer to complete if applicable)

1. Can you confirm that the vehicle will be suitable for the required adaptations, if unsure check with installer.
- Yes  No

2. Has the recipient/appointee discussed the chosen adaptations with the installer? Installer will complete a suitability questionnaire.
- Yes  No

Please check that this has been completed before releasing the vehicle for adaptations to be fitted.

3. If a boot hoist has been chosen, the appointee/recipient confirms they understand the potential impact on the chosen vehicle's seating configuration when the hoist is in operation.
- Yes  No  N/A

4. If driving controls have been chosen e.g. mechanical hand controls, the appointee/recipient confirms they are comfortable with their operation and can use them in a safe manner remaining in control of the vehicle at all times.
- Yes  No  N/A
5. The required adaptations have been selected to meet any driving licence restrictions.
- Yes  No  N/A

By completing this form and placing an application you agree:

Customers, nominated speakers and drivers are expected to always communicate in a reasonable and respectful manner. Any inappropriate, offensive, or abusive behaviour displayed to Motability Operations, its Scheme partners or dealers, may result in the termination of service or other appropriate actions.

You agree that the information disclosed on this form is accurate and that you will notify MO and Scheme partners if there are any changes.

### Data Protection (customer to review all information completed above)

By signing this I acknowledge that Motability Operations Ltd will disclose personal information relevant to this application to the Department for Work and Pensions (DWP), Veterans UK and trusted third parties

who provide services to our customers. For further information on how we collect, store and process your personal information please see our Privacy Notice at [motability.co.uk/privacynotice](http://motability.co.uk/privacynotice).

Customer Signature:

Date:

Nominated Driver Signature (if present\*):

Date:

Nominated Driver Signature (if present\*):

Date:

Nominated Driver Signature (if present\*):

Date:

Dealer Signature:

Date:

\*If proposed nominated drivers are not present at the time of application they must have completed a Driver Fair Processing Declaration Form.