



### Reduced Administration

Without the additional expense of a dedicated fleet administrator, the burden of administering vehicles usually falls on senior managers whose time could be more profitably spent on other business areas. Most managers do not have a high level of vehicle technical expertise, which can result in overcharging or unnecessary work being carried out.

**SMR Evolution agreements are professionally managed, verifying all work requests and offering a host of ancillary services to meet the most demanding business needs.**



### Manufacturer's Warranties Maintained

New EU regulations allow non-franchised dealers to maintain your car without invalidating the warranty cover. Block Exemption Regulations, or BER, now enable motorists to choose any appropriate garage to service and repair their vehicle.

In October 2003, EU legislation known as "Block Exemption Regulations 1400/2002" or "BER" gave the motorist additional freedom to choose who maintains their vehicles. Before the "BER" ruling, it was extremely difficult to service and maintain vehicles that were covered under the manufacturer's warranty outside of the franchised dealer network without invalidating the warranty cover. The "BER" EU regulation now allows the motorist a choice of any garage to service and repair their vehicle without invalidating the manufacturer's warranty.

**All SMR Evolution independent network repairers meet the requirements of "BER" and adhere to the criteria required that ensures your vehicle warranty is maintained.**



### Comprehensive National Network Cover

Each SMR Evolution garage has been rigorously vetted to ensure you receive exceptional quality service. We assign the local SMR Evolution repairer that's most appropriate for each vehicle in your fleet.

**Furthermore, when that vehicle's out on the road, whether it be for business or leisure purposes, any one of our nationwide SMR Evolution centres is authorised to provide emergency cover without any additional cost to your company.**



### As Flexible As You Want It To Be

SMR fixed priced agreements are based on a mileage allowance over a flexible term. You pay a pre-agreed monthly amount and when authorised work is required, a visit to your nominated "home" SMR repairer takes care of everything. SMR Evolution network then reimburse the dealer for the cost of the repairs\*.

\*Should accident damage of repairs be required that are outside your agreed level of cover or were found to have occurred through lack of fair wear and tear, then these charges would be the responsibility of the customer.

## Cars and Vans Need Care...

...and care is a cost.

Think of SMR Evolution fixed price maintenance as private healthcare for your vehicle. It brings you total peace of mind and reassurance. It's easy to arrange, it simplifies your budgeting and controls your costs. It's there if you need it. **And when you need it, it can save you money.**

### SMR fixed price maintenance is the best way to look after your company's fleet

It delivers actual savings not additional costs. You choose the level of cover you want including servicing, maintenance, repairs and tyres - separately or combined

## The Perfect Business Solution...

...for fleet managers.

If a car can be a hassle, a fleet can be a headache. SMR Evolution relieves the pain with fixed costs that smooth your budgeting and with quality care through our national network of approved repairers.

- No variable or unexpected costs
- Manage your duty of care risk
- National cover through approved specialists
- Professionally manage your drivers
- All payments collected monthly and protected by the direct debit guarantee scheme
- Reduced administrative burden



## Customer Service



### On-line 24/7 Coverage at [www.smrevolution.com](http://www.smrevolution.com)

Clients are offered the facility to book on-line 24/7 365 days a year through the SMR Evolution network booking portal, all bookings are confirmed back to the driver via e-mail and SMS text message.



### Dedicated Driver Managers

A highly trained team of driver managers are on hand to help and assist with any query or service booking you may have and are open Monday to Friday 9.00am to 5.00pm.

Our team can be contacted on the **Driver Helpline 0800 05 02 360** or via e-mail [customer.services@smrevolution.com](mailto:customer.services@smrevolution.com)

Or alternatively contact your local SMR Evolution Agent



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business customers

# relax

save money and benefit from fixed costs



and to total peace of mind

business customers  
**worry  
 free**



## Expect the Unexpected?...

....or remove the unexpected.

If your business has purchased its vehicles through traditional Hire Purchase or cash acquisition routes, no maintenance option will have been available to you and the variable cost intake for your company is an unwanted hassle.

Benefit from fixed cost at reduced rates rather than ad hoc costs at retail price.

Fixed budgeting wins out every time over variable costs. And, in these inflationary times, you know those variable costs are only going to spiral upwards. What's more you can add SMR fixed price agreements to any new or used vehicle up to 3 years old and 50,000 miles.

Helping to make cost forecasting as simple as possible.



### Tighter Cost Control - For Lease Customers Too

If you lease your vehicles, you can now opt out of their maintenance package and get a more cost-effective service through smr evolution.

Utilising different finance or lease providers with SMR Evolution maintenance means your business gets the best value for money, while ensuring flexibility and consistency, with outsourced vehicle and driver management that reaches the very highest professional standards.



### Your Duty of Care Obligations Are Covered

New legislation requires business owners to ensure any vehicle being used for company business, regardless of whether they are owned by the company or not, is insured and tested to MOT standards. Companies must also provide an audit trail and ensure vehicles undergo routine servicing, maintenance and repairs.

SMR Evolution is the simplest way for you to meet these obligations as all vehicles are maintained in line with the manufacturer's recommendations. Plus we keep you updated on all new legislative demands.

SMR Evolution has a package to suit your business needs, covering everything from tyres to full care packages, including servicing, maintenance, repairs and AA breakdown cover, and more



### Pay As You Go Fleet Management

If you would like the benefit of our professional cost control and access to our national network, we offer a FMA (Fleet Management Agreement) which is not limited to any mileage restriction or vehicle age. All costs are authorised on your behalf and would be recharged on a monthly statement. Agreements operate for a minimum of 60 days with 30 days termination required.

For further information on our FMA product please visit [www.smrevolution.com](http://www.smrevolution.com)

## With SMR Your Cover Is...

...as flexible as you want it to be.

SMR Evolution offers you fixed costs maintenance with flexible cover and delivered through professional pre-approved independent repairers and franchised dealers. It all adds up to the most comprehensive, competitive and cost-effective maintenance solution for the road ahead.

SMR Evolution offers a level of cover to suit your business needs

ancillary options to personalise your service:

- UK & European AA Breakdown cover
- Road Tax Renewals
- Relief vehicle after 24 hours
- Tom Tom Satellite Navigation Units
- No quibble tyre upgrade
- Daily Rental Services

contract options

- New and used vehicles up to 3 years old and 50,000 start miles accepted
- Cover from 18 months to 48 months
- Annual mileages from 10,000 to 50,000 miles per annum

	Servicing	Maintenance	Repairs	Tyres	Breakdown
<b>Gold Cover</b>					✗
<b>Silver Cover</b>				✗	✗
<b>Bronze Cover</b>		✗	✗	✗	✗
<b>Tyre Cover</b>	✗	✗	✗		✗
<b>FMA Cover</b>					

welcome to SMR Evolution - the complete maintenance package built for your business.