



yourbusiness
your
life

Cars and vans need care...

...and care is a cost.

Think of yourSMR 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.**

yourSMR Fixed Price Maintenance is the best way to look after your private car or 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. yourSMR 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



yourSMR
maintenance made easy

With yourSMR your cover is...

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

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

yourSMR offers a level of cover to suit your individual needs

Ancillary options to personalise your service:

- UK & European RAC Breakdown cover
- Road Tax Renewals
- Reduced maintenance costs
- Tom Tom Satellite Navigation Units
- Accident Management
- Daily Rental Services

Contract Options

- New and used vehicles up to 24 months old and 40,000 start miles accepted
- Cover from 18 months to 48 months
- Annual mileages from 10,00 to 50,000 miles per annum

	Servicing	Maintenance	Repairs	Tyres	Breakdown
SMRT+ Cover	✓	✓	✓	✓*	✓**
SMRT Cover	✓	✓	✓	✓*	✗
SMR Cover	✓	✓	✓	✗	✗
SVC Cover	✓	✗	✗	✗	✗
Tyre Cover	✗	✗	✗	✓	✗

* No quibble tyre upgrade **UK RAC Cover



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 yourSMR fixed price agreements to any new or used vehicle up to 24 months old and 40,000 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 yourSMR.

Utilising different finance or lease providers with Menu 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.

yourSMR 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.

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



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.

yourSMR 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 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 Network garage has been rigorously vetted to ensure you receive exceptional quality service. We assign the local yourSMR 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 Network centres is authorised to provide emergency cover without any additional cost to your company.



As flexible as you want it to be

yourSMR 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. yourSMR 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.

yourSMR maintenance made easy



Customer Service



Online 24/7 coverage at www.yoursmr.co.uk

clients are offered the facility to book online 24/7 365 days a year through the yourSMR booking portal, all bookings are confirmed back to the driver via e-mail and SMS text message.

In addition clients can locate online their local approved yourSMR accredited franchise if assistance is required, and review the features and benefits of the yourSMR Network.



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 0845 500 6125** or via e-mail enquiries@yoursmr-wf5.9TJ

Or alternatively contact yourSMR
accredited franchise



yourSMR
maintenance made easy

5 Fryersway, Silkwood Park, Wakefield WF5 9TJ

T: 01133 872 613 F: 07005 803 306

E: enquiries@yoursmr-wf5.co.uk

www.yoursmr.co.uk

yourbusiness

your
way

save money and benefit from
fixed costs



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