

# Getting your next car





● Home

● Grocery dash

● Family feast

We are Motability Operations Ltd, a company authorised and regulated by the Financial Conduct Authority. All Motability Scheme vehicles are leased to customers by Motability Operations Limited.

# Getting your next car



We hope you've been enjoying your car. Your lease ends in just over three months. So, now's a good time to start thinking about your next lease with us.

## Have your needs changed?

You can choose to lease another brand-new car, but if your needs have changed, we have other options too.

Many adaptations are available at no extra cost to help make driving easier or more comfortable. Plus, Wheelchair Accessible Vehicles (WAVs), scooters and powered wheelchairs are all available with the same lease package you're used to.

You can see the full range at [motability.co.uk](https://www.motability.co.uk).

Did you know?

89% of  
our customers  
chose to stay  
with us in 2023.

## The car market is changing

Since you got your last car, the industry has changed a lot. Manufacturers are now building more electric cars to meet new regulations. This means there's fewer petrol and diesel cars being built. With fewer to go around, it's more expensive to get these on the Scheme.

The cost to build cars has also increased in recent years. Plus, the cost of things like insurance, tyres and glass have all risen. So, you might notice some Advance Payments are higher than when you last looked.

But we've still got a great choice of cars available. And we'll keep updating our price list every three months, to make sure we can offer the widest choice of vehicles at the best possible prices.

Read more about what's changing at [motability.co.uk/news](https://www.motability.co.uk/news).

# We'll support you with charging

We have a great choice of electric vehicles (EVs) available. When you lease your first EV with us, as well as your worry-free package, we'll make sure you've got a way to charge it. We'll either:

- ✿ Arrange and cover the cost of a home chargepoint and a standard installation
- ✿ Or give you a three-year subscription to the bp pulse network of public chargepoints. Access to fast, rapid and ultra-rapid chargers across the UK

Plus, you'll get a Motability Go Charge card to help you charge on the go. It's exclusively for Motability Scheme customers and gives you access to more than 50,000 public chargepoints through a single card and app.

Find out more at [motability.co.uk/electric](https://www.motability.co.uk/electric).



Get more EV  
information

# Five steps to getting your next car



## Step one

### Choose your new car

You can use our search tool to help you. You can also filter results by make, model and other features that matter to you. Visit [motability.co.uk/carsearch](https://www.motability.co.uk/carsearch) to get started.

## Step two

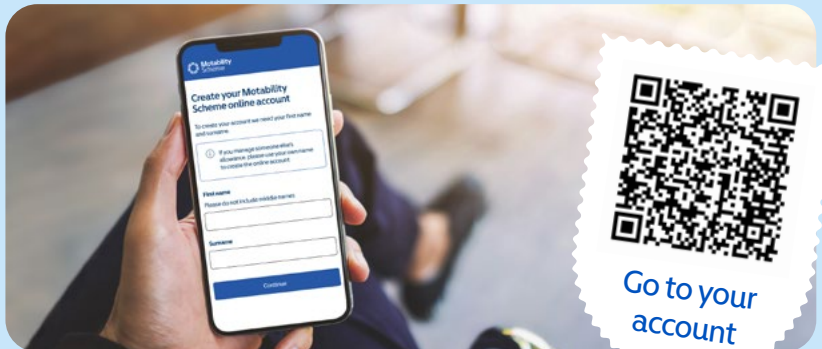
### Start applying

You can start applying for your next lease from home in your Motability Scheme online account. This will save you time at your dealer.

You can also use your online account to:

- ✱ Track the progress of your next order
- ✱ Find the PIN you'll need to collect your new car
- ✱ Update your bank details

Sign in or create your account at [motability.co.uk/account](https://www.motability.co.uk/account).





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## Step three

### Test drive and order your new car

You can stay with the same dealer you used for your current car, or find a different one at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer)

Once you've taken a test drive and you're happy with your car, your dealer will complete your order.

You'll need your:

- National Insurance number or Customer Reference Number
- Proof of identity, such as your driving licence

If you have not added the details of who will be driving your car in your online account, you'll also need to bring their driving licences.

See our test drive top tips at [motability.co.uk/test](https://www.motability.co.uk/test).



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## Step four

### Get ready

While you wait for your new car, there are some things you should do:

- 1. Book an MOT for your current car**  
We'll cover the cost of the test and repairs.
- 2. Look out for your new PIN**  
You'll need a PIN to pick up your new car. You can find this in your online account once you've ordered, but we'll also send it to you in a letter.
- 3. Stay in touch with your dealer**  
We recommend you speak to your dealer to check when your new vehicle will be ready. You can also track your application in your online account.



## Step five

### Collect your new car

First, you'll hand back your current car. Your dealer will give it a quick check. If it's in good condition, you might be eligible for a Good Condition Payment.

We'll send this to you by bank transfer within a few days if you've saved your bank details in your online account. If not, we'll send a cheque within a couple of weeks.

Already added your bank details? Check these are still up to date before you hand your car back. Sign in at [motability.co.uk/account](https://www.motability.co.uk/account).

Next, it's time to meet your brand-new car! Your dealer will answer any questions you have. Make sure you're completely happy with the car before you enter your PIN and you or your driver brings their driving licence.

Then, you can set off with peace of mind, knowing we've got you covered.



### If you're leaving the Scheme

We'll be sad to see you go. Just contact your dealer to agree a time to return your car at the end of your lease.

You'll also need to contact your allowance provider to reapply for your tax exemption certificate if you're getting another car away from the Scheme.



We've been helping people like you keep moving for nearly 50 years, so we understand what matters.



Connect with the Motability Scheme

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