

1. What is KINTO Share? Who can use KINTO SHARE at TME?

The right car whenever you want. An hour or a day, or why not a whole weekend or month? All you need is your phone (to book, lock, unlock, etc.) and a destination.

TME/TFS/TIS/KINTO employees, contractors, interns are eligible to use our KINTO carsharing services. Cross-country TOYOTA, TFS, TIS and KINTO employees/ contractors travelling to TME or TC are also eligible under certain criteria. For cross-country TOYOTA or KINTO employees/contractors, they will need to email their access question to: support.share@kinto-mobility.be or call at (+32) 800 29 485.

2. How does your service work?

Unlock the car with the app and you are ready to drive away! When you are done with your trip, leave the car at the same KINTO location you started from and finish your booking.

3. What can I do and not do in the car?

You can enjoy the ride, but we kindly ask you not to leave the car dirty, not to bring pets onboard, not to smoke and to be cautious of the next user.

4. Can I book a car immediately after I registered?

If your driving license and selfie match and our system correctly identified your details, you will be approved immediately.

If not, our service team will take care of approving your account within 48 hours. Your urgently need a car, let us know by email at: support.share@kinto-mobility.be

5. Do you have manually shifted cars?

Please be aware that all of car models, except the Proace verso, have an automatic transmission.

6. Can I start my booking later than the start time?

You can start your booking whenever you want, for the entire booked time.

7. Do I need to inspect the car for damage?

Yes, before departure, always check for damage that has not been reported in the app. Click on "Report damage" in the app and follow the instructions. If you do not do so, you might be found liable.

8. Can I return the car somewhere else?

No, unfortunately, the car must always be dropped off at the same KINTO Share location as where it was picked up.

9. Can I use the car abroad?

You may drive our vehicles abroad; however, some specificities apply to some countries. If you want more information please contact us at: +32 800 29 485 or at support.share@kinto-mobility.be

10. How do I extend my booking?

You can do so by clicking "extend my booking" directly on the booking page in your app. You can extend for as long as the vehicle is available. If you are late to extend your booking, please contact us and we will help you find a convenient solution.

11. How do I cancel my booking?

The easiest way to cancel your booking is through your app. Right now, they can be cancelled up to the last moment before your booking starts. Once you started your booking, you can only end the trip.

12. How do I change my booking?

Unfortunately, right now you must first cancel your booking and then reschedule.

13. What if I return the car late?

You should always bring the car back on time, but if unfortunately, you are late, you should always contact us so we can extend your booking and find a solution that will not impact the next user.

14. What if I damage the car?

If it is a small damage to the car like a scratch, you should always use the damage report available in the app.

If it is an extensive damage, please call us, prepare the accident report and in the case of an injury, please call 112 immediately.

15. Can I park the car underground?

Yes. As soon as you lose connection, the app will switch to Bluetooth mode. In weak areas you might have to turn off your mobile data and leave only the Bluetooth mode on.

16. Can I create or end a reservation underground?

Currently our service does not offer this option. Therefore, you will need to create and end your reservation in an area with connectivity. However, you can lock, unlock and start the engine using Bluetooth only.

17. I cannot end my booking.

Check that you are parked at the appropriate station, you have a connection and that all doors are closed. If it still does not work, please call helpdesk at (+32) 800 29 485.

18. How do I refuel a Hybrid car?

You will find a fuel card inserted in our cardholder. The latter is in the glovebox of all our cars. You can use it when you need to refuel during your trip. When you're done refuelling, replace the card in its initial location. Should you forget to do so, you will not be able to finish your trip. Please always return the car with more than half a tank.

The fuel card will give you access to multiple service stations in Belgium (DATS, SHELL, ESSO, LUKOIL).

19. How do I refuel a Plug-in Hybrid car?

For plug-in hybrid cars, such as the latest Rav4. You have two options.

1. You can refill the ICE tank using the fuel card located in car's glovebox
2. You can use the charger located in the boot and plug it to a power outlet.

If you use the charger. The procedure is quite simple, the charger can be plugged and unplugged into the port as long as the vehicle is open. So make sure you use your app to unlock the vehicle before you do this (in case your trip is ongoing).

You can charge the car at any Shell recharging station (recharge card is located in each EV vehicle in their glove box)

Remember to bring the car fully charged or charge it before you end your trip at our stations.

20. What do I do if the fuel card is missing?

Contact us and we will help you.

21. How do I get the fuel card code?

The fuel card code can be found in your app during the booking. It is the 4 digits that appear next to the vehicle's licence plate.

22. I cannot find an answer to my questions.

You did not find the answer to your question in our FAQ, feel free to contact us by email at support.share@kinto-mobility.be or for urgent matters +32 800 29 485. We will help you.

23. Am I covered while using the car?

Yes, employee, intern, contractor, TFS, TIS, any eligible user or family member is covered while driving our car. Insurance will cover expenses related to an accident or death. This can include medical expenses or death capital.

24. What do you do in case of break down?

In case you need roadside assistance, please call EURO CARE at (+32) 2 773 61 82 and mention that you are calling for a TME car, provide the license plate number and the policy number 15.189

25. Where do you send accident declaration form?

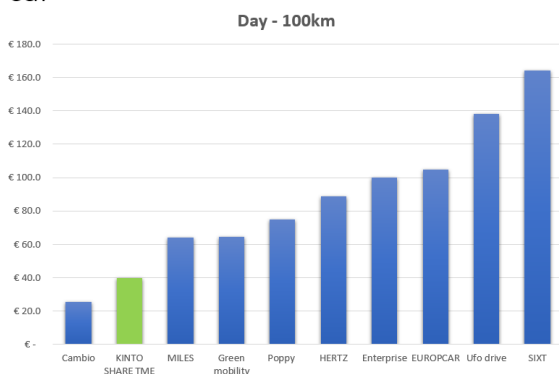
In case of accident, please fill out correctly the accident declaration form and send it to: info@aioinissaydowa.eu . For more information, you can also call them at: (+32) 2 745 43 85.

26. Is KINTO SHARE cheaper than other car sharing companies?

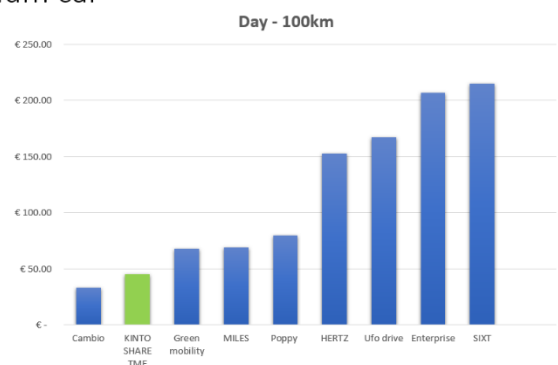
Please find below a pricing comparison.

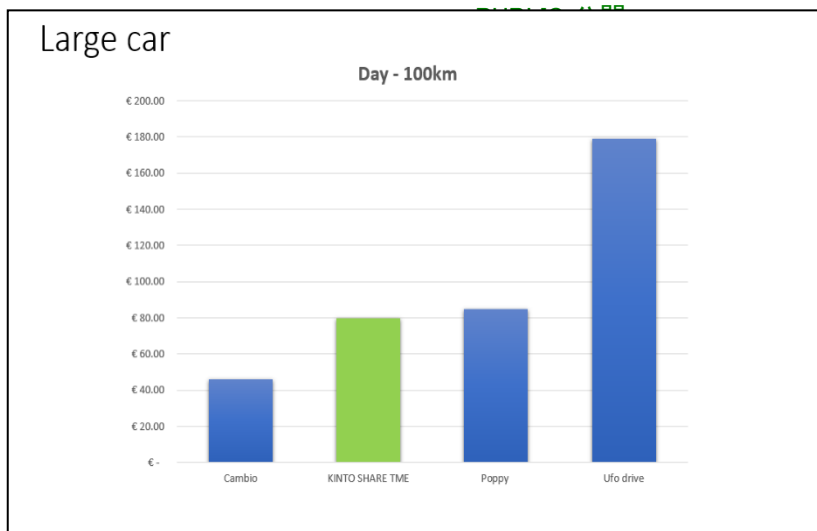
We offer low prices compared to other car sharing or rental companies:

Small car



Medium car





27. I start the registration process and could not finish. What should I do?

Simply log in to your KINTO SHARE apps, go to the menu-my account and enter the missing information and document manually.

28. I drove from Belgium to another European country and paid my own fuel because the fuel card is not working in that country. How will I be charged?

Fuel cards are now international and can be used in all European countries including Australia, Turkey. In case, you are encountering issues refuelling outside Belgium in a shell station or in any station holding a Shell logo, please refuel it yourself and send us receipt (s) accordingly.

I drove to Munich back and forth for a total of 1850 km with a proace van.

350km for 1 week for a proace van EV or verso= 500 EUR

For the rest: 1500 km, we will have then $1500 \times 0.25 \text{ EUR} = 375 \text{ EUR}$

How will you be charged?

500 EUR + (375 EUR- the amount of the fuel paid by yourself). You will need to provide us proof of the amount paid out of pocket for the fuel outside Belgium.

If you paid 100 EUR for fuel, you will be charged: $875 \text{ EUR} - 100 \text{ EUR} = 775 \text{ EUR}$

29. Where are KINTO SHARE parking located?

- Head Office: 1st row of parking 3M side
- Technical Center: Between visitor and carpool parking lot

30. What is the payment method when using our services?

You can use your debit or credit card information in order to use KINTO SHARE car services at TME. Beginning January 2023, payment via SEPA will no longer be accepted. Only credit card will be accepted.

31. Can I download KINTO SHARE apps in other languages other than English?

At this moment, in order to register for KINTO SHARE TME, you will need to download KINTO SHARE EU apps in English or in French.

It will be possible in the near future to download it in other languages as well.

32. Are KINTO SHARE cars available 24 hours and 7 days a week?

Yes. Our KINTO SHARE cars are available 24 hours and 7 days a week. You can book our cars anytime you want and pick them at their right stations.

33. Can I book a car from a station different from my place of work?

Yes. If you are an eligible user you can book the cars and pick it up at a station which is not your usual work place. For example, you work at TC and you want a car based at TME HO station. You can book this car and when you arrive at TME HO, you will need to check with security whether your TC badge gives you access to KINTO SHARE parking lot. If not, a temporary badge or access will be provided.

34. Is fuel included in the price?

Yes. Fuel is included in the price.

35. Is my family member or passengers covered when riding with me?

Yes. Your family members or passengers riding with you are insured while riding with you.

36. Can I let my family member or friend drive KINTO SHARE cars?

Yes. Please make sure that the car is handled appropriately.

37. I booked a car but when I am trying to unlock it I could not. What should I do?

Please call KINTO SHARE customer service line at (+32) 800 29 485.

38. Is our fuel card valid when traveling abroad?

Yes. Our fuel card are international and can be used in all European countries shell stations including Turkey and Australia. However, if you book our cars to travel abroad, please make sure that you have a full tank before you live the country. In case you are about to run out of fuel, you can refuel the car in the country where you are during your trip. If for some reasons, you are encountering issues refuelling the car, you will need to buy the fuel out of pocket and send us the receipt(s) to support.share@kinto-mobility.be in order to deduct the amount spent on fuel from your final bill.

Please check in different Shell stations or any fuel station holding Shell logo when you are on trip outside Belgium to make sure that you cannot refuel before paying out of pocket.

39. I can't find KINTO SHARE parking lot. What should I do?

Please check with security on guidance regarding KINTO SHARE parking lot.

40. Where can I find the fuel card in the proace verso ?

They are located in the glove box.

In the proace verso, please look into the first glove box above as it contains two glove boxes on the right passenger side. The second glove box contains paperwork of the vehicles and other interesting contact information.

Please note that this proace verso takes diesel as fuel.

41. Can I change my professional email address under my account?

Once you have been approved with your professional email, you cannot modify it. If you wish to use your private email, you will need to make a new registration with your private email. Once the registration is complete, it will be approved if we receive the required documents and proof that you are eligible to use our service. After the approval, you will be able to use our service with your new log in.

42. I have a valid booking and when close to the car I receive message like reservation is not allocated. What should I do?

It is possible that the previous user didn't end his/her trip. Please call customer service line directly at (+32) 800 29 485.

43. Where can I find charging cable? How can I charge an EV vehicle? After charging how do I unplug the charger?

For the proaces vehicles or any other EV vehicles, please check either the back of the vehicle or underneath passenger seat.

Please plug the charger to the pole charging and another one on the vehicle.

After charging the vehicle, please click on “**resume trip**” on your app if your trip started already in order to unplug the charger. You can also check the unlock button on the charger plugged to the car outlet to click on it and unplug the charger. In case, you have difficulties charging or unplugging the charger, please call the customer service at (+32) 800 29 485.

Please note that all EV cars have shell recharging cards located in the glove box passenger side.

It is also the responsibility of every customer to return the car fully charged. However, the duration used to charge EV car will be deducted from the final billing and refunded to the customer.

44. Did we reduce our pricing?

Yes, we have new pricing. Please find our pricing chart below

<div>KINTO Share pricing</div> <div>  </div> <div>Pricing for extra mileage = 0.25EUR</div>	Car model	1 Hour	1 Day	1 Week	1 Month
	Km Included without extra charge	150km	300km	1750km	5000km
	Fuel	Included	Included	Included	Included
	Yaris cross	5€	40€	200€	600€
	Aygo X	4€	35€	175€	500€
	CH-R	6€	45€	225€	650€
	Mirai	6.5€	50€	250€	700€
	RAV4 plug in	6.5€	50€	250€	700€
	proace verso	8€	80€	400€	950€
	Corolla HB	4€	35€	175€	500€
	Supra	9€	90€	450€	1250€
	BZ4x	7€	60€	350€	875€

45. What will happen if I do not return the car fully tanked or fully charged?

You can receive a fine for not doing so. We may investigate from time to time to see whether customers are following this rule by avoiding having car not fuelled for the next customer.

46. Why I cannot see the range of the vehicle directly on my app?

We are working on it. As soon as we know more, we will share this information with you.

47. What can I do in case I forgot my luggage in the car or forgot to put the fuel card back in the car?

Simply call the customer service line at (+32) 800 29 485 and someone will be able to unlock the car for you.

Please remember to take your luggage with you before you end your trip. Also remember to put the fuel card back to its glove box whenever you have completed the refuelling of the tank.

48. Why am I seeing few available vehicles?

If you do not see many vehicles available on the apps, it is possible that the cars are undergoing some maintenance or testing. As soon as the maintenance or testing has been completed, the cars will be available on the apps for booking.

49. Why is not possible to see the range/autonomy when booking a car?

At this moment, we are working to see how we can make this feature available on the apps.

50. Is it possible to see the license plate of the car when making the booking?

At this moment, you will only see the license plate of the vehicle after booking and normally it will pop up on your apps at least 30 minutes before your start trip.

51. Can I cancel my booking if I change my mind?

Yes. As long as you have not started your trip, you can always cancel your trip in your apps under the booking tab. If you have questions or need help, please call customer service line available 24/7 at (+32) 800 29 485.

52. How can I submit my ideas to Kinto Share business improvement?

We appreciate all new ideas from our existing or potential customers. Please submit your ideas via email at: support.share@kinto-mobility.be

53. What do I have to consider before traveling abroad with our cars?

✓ Please consider the following points before traveling abroad with Kinto Share TME:


- Check the local traffic rules.
- Check that roaming is enabled and works for your SIM card for your internet connection abroad.
- Reserve your car in easily advance before your trip begins via the app.
- If you need a child car seat, please make sure to arrange and bring it along on your own.
- Please make sure that the warning triangle, safety vests and the first aid kit are in the vehicle when you start your trip.
- We don't cover temporarily refuelling costs abroad for all the cars. However, some cards can be used internationally in European countries. These are the Shell cards coloured with 90% white. We advise you to refuel your Kinto Share cars at one of our partner gas stations in Belgium before crossing the border. The old shell cards can temporarily only be used in Belgium.

✗ Please note the following don't's during your ride abroad:


- Allowing a second person to drive: Only if he/she has a valid driver's license. Please schedule enough breaks on longer trips.
- Ending the rental: Unless otherwise, you cannot end your trip abroad. You must return the car to its original spot where it has been picked up before ending your trip.
- Submitting parking costs, toll charges or fuel and charging receipts for reimbursement: You are responsible for all parking costs, toll charges & stickers and costs for refuelling abroad (only for cars which have old shell cards).
- Parking your Kinto Share cars underground: The vehicle may lose its network connection underground. If it loses its connection, you should turn your Bluetooth on.

Important:

- For each trip abroad we do not charge a border crossing fee.
- You have to return to the country where you rented your Kinto Share car in order to end your ride.

54. What happens if my driving license or my method of payment has expired? 

Don't worry! If your **driving license** has **expired**, you just have to send us a **front and back picture** of your new **driving license** to support.share@kinto-mobility.be and we will **update your profile**. 📧 You can also do it yourself by going to menu-my account and upload your new driver's license.

Has your credit card expired? Then you can update your profile yourself by clicking on "**My account**" in the scrolling menu at the bottom right of the app, then selecting payment details- enter your credit card information and click modify. In case you are asked to confirm with a card reader, please do so. You can then securely link your new credit card. 

55. How can I enter a promo code in my apps?

In order to redeem your credits, please go to menu-my credits- redeem your promo code.

56 Can my relative or family member use Kinto Share cars?

Yes. Any relative or family member of eligible employee/contractor can use Kinto Share car. However, the registration will be done by the eligible employee. Documents such as driver's license, identity card, name, email address of relative or family member will need to be sent by the eligible employee/contractor via email to : support.share@kinto-mobility.be

57. Can I have a business account for my business trips?

Yes, if you wish to have a business-related trip for more than a week, please send an email for a discount: support.share@kinto-mobility.be. However , you will need to send us a proof that you are going on business trip and cannot use your company car if you have one.

58. I have downloaded Kinto Share on ios but I can't open it. What should you do?

For IOS, you need to override the security parameter in order to download the apps

You have to go to settings on your phone and bypass the security parameter. Settings-General-VPN&Device Management-Enterprise app (or the device or app you just downloaded here it will be VULOG app KINTO SHARE EU)-please click on trust app and you should be able to open the Kinto Share EU app on your ios.

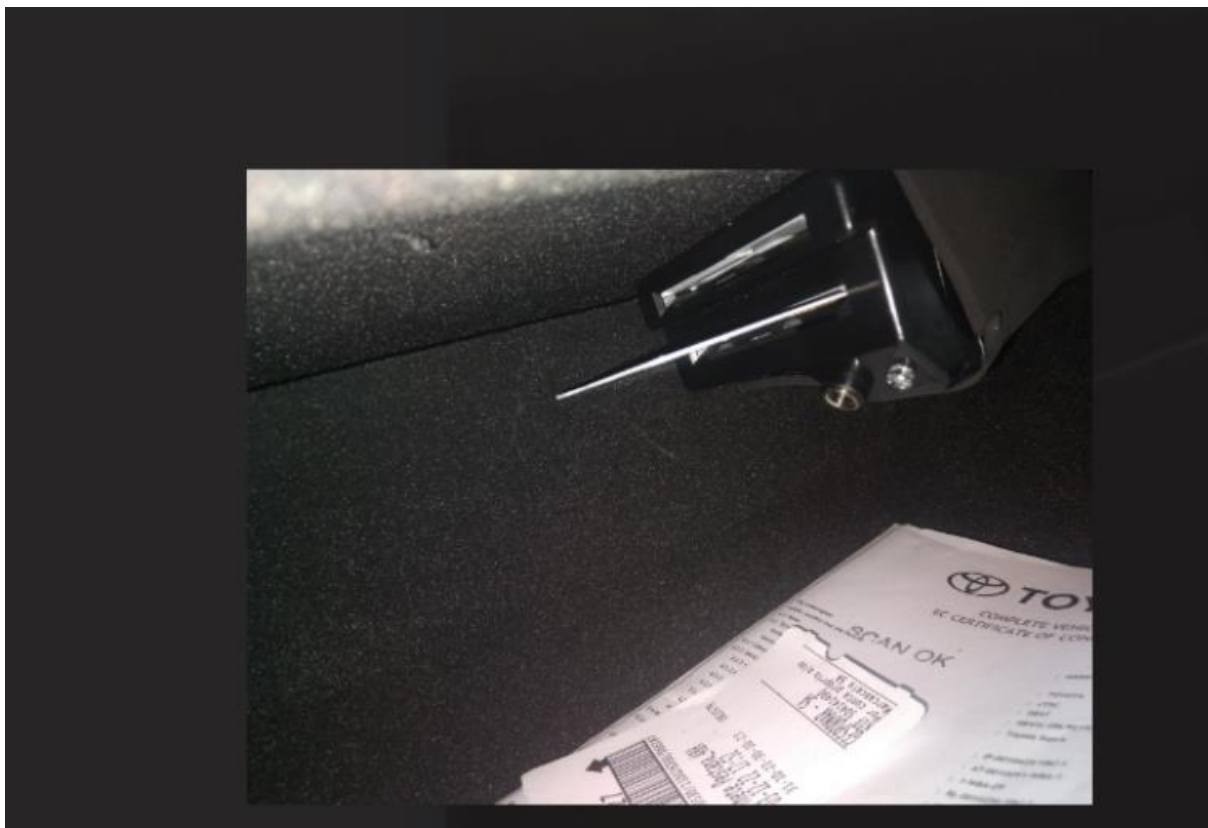
You can also try this link for a demo : <https://support.returnsafe.com/untrusted-enterprise-developer>

You can also watch this on youtube to see how you can override the security parameter:

<https://www.youtube.com/watch?v=XNRnQ6v6uKw>

59. I look everywhere and cannot find the fuel card in the glove box of the blue supra.

Please find below image for the fuel card in the glove box on the top corner.



60. I am working for Alten, Manpower, and not an employee of Toyota, am I eligible to use Kinto Share car?

Yes, any contractor or interim employee is also eligible to use Kinto Share car.

Do you still have additional question or clarification? Please send us email at: support.share@kinto-mobility.be or call at (+32) 800 29 485.

61. For one day I can drive up to 300 kms without extra charge. What if I book the car for two days? I am entitled to 600 Kms without extra charge?

Yes, that's correct. If you book the car for two days, you can drive it up to 600 kms without extra charge.

62. I have been incorrectly invoiced after my trip, what can I do?

If you feel like you have been incorrectly charged, please send us email at: support.share@kinto-mobility.be or call at (+32) 800 29 485

63. I booked a car and realized that the car is not cleaned. How should I report this?

It is possible that rarely a car is returned dirty after a long trip for many days. If the responsible of cleaning our cars has already passed, there may be delay in having car cleaned. However, if a customer chooses to have it cleaned, we will reimburse customer by adding the money spent as a credit plus 10 EUR credit extra to be used during or on his/her next trip. Concretely, if you spent 10 EUR for cleaning our car and you send us a proof (receipt), we will add 20 EUR of credit on your apps to be used.

64. I like using Kinto Share car, can I recommend this to my colleagues including my managers?

Yes. Please share information related to Kinto Share with your colleagues or your managers.

65. Do we have diesel or normal fuel cars?

All our cars are hybrid with normal fuel, EV or hydrogen cars.

The only car which uses diesel is Proace verso (1 PNE 523).

Before you put fuel in your car, please verify correctly on car document to see the type of fuel is needed to refuel the car.

66. I have a technical issue while on trip. What can I do?

Please call assistance at (+32) 800 99 955.