

DOWNTOWN TRAVEL SERVICES



# Hirer's Booklet

Drive Smart. Save More.



**Contact Us :**

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# CONTENT



<b>1</b>	<b>PAYMENT GUIDELINES</b>	<b>PAGE 3</b>
<b>2</b>	<b>INSURANCE</b>	<b>PAGE 4</b>
<b>3</b>	<b>SERVICING</b>	<b>PAGE 5</b>
<b>4</b>	<b>INSPECTION</b>	<b>PAGE 6</b>
<b>5</b>	<b>SERVICE CENTRE HOTLINE</b>	<b>PAGE 7</b>
<b>6</b>	<b>EMERGENCY ASSISTANCE</b>	<b>PAGE 8</b>
<b>7</b>	<b>COMPLETION OF CONTRACT</b>	<b>PAGE 9</b>
<b>8</b>	<b>TERMINATION &amp; NOVATION</b>	<b>PAGE 10</b>
<b>9</b>	<b>CONTACTS</b>	<b>PAGE 11</b>



# PAYMENT GUIDELINES

- A **50% deposit** is required **upon booking** to confirm the reservation.
- On the **vehicle collection day**, the following must be paid:
  1. The **remaining 50% of the deposit** or **follow the agreed installment plan**, and
  2. **One week of advance rental payment**.
- The **rental fee for the collection day will be waived**.
- Starting from the **second week**, **weekly payments** must be made by **Monday, 11:59 PM (SGT)**.
- **Weekly invoices** will be sent via your **registered WhatsApp number** every **Friday by 3:00 PM**.
- A **late payment fee of S\$60 per day** will be charged for each overdue payment.
- **Repeated late payments** without valid reasons may result in **vehicle repossession**. A **repossession fee of \$500** (subject to prevailing GST) will be borne by the **hirer**.

## Payment Methods:

### PayNow

- 1) Log in to your mobile banking app.
- 2) Go to Pay → PayNow using UEN.
- 3) Enter UEN No: 198403671H into the field.
- 4) Please enter Bill Reference as:  
[Name]\_[Week/Month]\_[Vehicle Plate Number]
- 5) Submit payment and screenshot
- 6) Send it to the PROFleet team via Whatsapp

### Internet Banking Transfer

- 1) Log in to your mobile banking app
- 2) Select Pay/Transfer
- 3) Enter recipient UEN no. 198403671H
- 4) Please enter Bill Reference as:  
[Name]\_[Week Period]\_[Vehicle Plate Number]
- 5) Submit payment and screenshot
- 6) Send it to the PROFleet team via Whatsapp

### PayNow QR Code:



Scan to Pay

### Prorated first payment is calculated as follows:

Weekly rate ÷ 7 × (Number of days from the day after collection to Sunday)

#### Example

Weekly rental rate: S\$350

Vehicle collection day: Wednesday

Days to be charged (from Thursday to Sunday): 4 days

Prorated first payment =

$$S\$350 \div 7 \times 4 = S\$200$$

So, the prorated first payment for collecting the vehicle on a Wednesday would be S\$200, covering Thursday to Sunday.

# INSURANCE

We include Collision Damage Waiver (CDW) for every hirer!



## What we have covered:



Third Party Risks & Liabilities  
Third Party Property Damage



Damage to the Rented Vehicle

*\*Terms and Conditions apply.*



## Driving to Malaysia? Read this:

- The Hirer must inform the Owner prior to signing the agreement if they intend to drive the vehicle to Malaysia (excluding Sabah and Sarawak).
- Collision Damage Waiver (CDW) is only valid within Singapore and does not apply outside the country.
- In the event of an accident in Malaysia, higher insurance excess fees will apply.

### Accident Insurance Excess without CDW:

	Section I (Own Damage)	Section II (3 <sup>rd</sup> Party)
SG	S\$2,000	S\$1,500
MY	S\$4,000	S\$3,000

### Accident Insurance Excess with CDW:

	Section I (Own Damage)	Section II (3 <sup>rd</sup> Party)
SG	S\$500	S\$500
MY	S\$4,000	S\$3,000

# SERVICING



Vehicle Servicing - At 5,000km, 15,000km, and Every 15,000km Thereafter

## STEP 1



The Hirer is responsible for monitoring the vehicle's odometer and arranging servicing at 5,000km (first service), 15,000km (second service), and every subsequent 15,000km thereafter.

## STEP 2



Contact the authorised workshop by phone or book online to schedule a servicing appointment. *Refer to the next page for the service centre's booking hotline and QR code.*

## STEP 3



Attend the servicing appointment on time as scheduled.



## DO NOT:

- Ignore the servicing every 15,000 km.
- Delay sending for servicing more than 1,000 km after the due mileage indicated (or 15,000 km for the 1st servicing) - penalty **\$100**.
- Send in for servicing more than 1,000 km before the due mileage indicated (or 14,000 km for the 1st servicing) - workshop will reject the vehicle.

# INSPECTION

## #2 Annual Vehicle Inspection

### STEP 1



Schedule an annual inspection at any authorised inspection centre in Singapore.

### STEP 2



Pay for the inspection fee and keep the receipt.

### STEP 3



Take a clear photo of the receipt and send it to the designated WhatsApp group.

### STEP 4



The inspection fee will be reimbursed via Credit Note, and offset from the next week's rental fee.



### DO NOT:

- Miss or delay the annual inspection.
- Submit receipts after one month — they will be invalid for reimbursement.

# SERVICE CENTRE HOTLINE



Reaching your mileage limit? Schedule a servicing appointment now!

## **Nissan Lok Yang**

**6262 2212**

No.1, Sixth Lok Yang Road  
Singapore 628099

### **Operating Hours:**

Monday - Friday: 8.00am - 5.00pm  
Saturday: 8.00am - 12.30pm

## **Nissan Leng Kee**

**6703 8511**

25 Leng Kee Road  
Singapore 159097

### **Operating Hours:**

Monday - Friday: 8.00am - 5.00pm  
Saturday: 8.00am - 12.30pm

## **Nissan Ubi**

**6490 9666**

19 Ubi Road 4  
Singapore 408623

### **Operating Hours:**

Monday - Friday: 8.00am - 5.00pm  
Saturday: 8.00am - 12.30pm

## **Nissan Toa Payoh**

**6357 0753**

19 Lorong 8 Toa Payoh Singapore  
319255

### **Operating Hours:**

Monday - Friday: 8.00am - 5.00pm  
Saturday: 8.00am - 12.30pm

# EMERGENCY ASSISTANCE

If you encounter an accident or vehicle breakdown, follow these steps:

1

Stay calm. Park your vehicle safely on the road shoulder or in a safe spot, and turn on your hazard lights.

2

Call 995 or 999 if there are any injuries or medical emergencies.

3

Take clear photos of the accident scene and all vehicles involved (including license plate numbers)

4

Report to the PRO Fleet team via WhatsApp within 24 hours (attach photos if applicable)

Please Note:

Our emergency towing service is available 24 hours.  
Do not panic — help is just a phone call away.

Call Towing Service At:  
**68481088**

Call 24/7 Roadside Assistance At:  
**90117711**



## Important Notice for Hirers

- Do NOT attempt to repair or tow the vehicle on your own.
- Do NOT leave the vehicle unattended in dangerous locations — wait for professional assistance.
- Failure to report the accident/breakdown within 24 hours may result in penalties or rejection of insurance claims.
- Misuse of the 24-hour service (e.g., calling for lost keys, fuel issues, or flat tyres) will result in a service fee:
  - S\$100 during office hours
  - S\$250 after office hours
- The hirer to instruct the tow truck driver takes the vehicle to the nearest authorized service center near the hirer's home.

# COMPLETION OF CONTRACT



- A reminder WhatsApp message will be sent to the hirer one week before the contract completion date.
- The hirer is required to confirm the vehicle return date at least 3 working days before the end of the contract.



- Upon arrival, the hirer must contact our team to initiate the vehicle inspection.
- The contract will only be considered completed after the Vehicle Check-In Form is signed by the hirer.
- Staff will inspect the vehicle together with the hirer using the official checklist.
- Both parties are required to sign the checklist.
- Any damages, missing items, or cleaning fees will be recorded with photo evidence.
- Relevant costs will be deducted from the deposit. Any additional charges must be paid on the day of return.



- The fuel level must match the level recorded at the start of the contract. Any shortfall will be charged or deducted from the deposit.
- All sets of keys and accessories (e.g., access cards, remotes, etc.) must be returned.
- Staff will verify that the vehicle mileage is within the expected usage range.



- Staff will calculate any deductions (e.g., damage, cleaning, late return).
- The final refundable deposit amount will be confirmed with the hirer.
- The remaining deposit will be refunded within 7 working days.

# TERMINATION & NOVATION



## The Owner may terminate the contract under the following conditions:

- The Hirer fails to fulfill the agreed obligations.
- Breach of Terms: Any breach results in immediate termination. All unpaid rental fees and daily overdue charges must be paid. The deposit will be forfeited.
- Death of Hirer: The contract terminates immediately. The Hirer's estate is responsible for any outstanding payments, and the vehicle must be returned promptly.
- The Hirer may request early termination with at least 2 months' written notice, subject to Owner's approval. A penalty charge may apply.

*\*Terms and conditions apply.*

## Novating the rental agreement to a new hirer requires the Owner's written consent.

- Permanent novation: S\$50 one-time fee
- Temporary novation: S\$20 per occurrence

*\*Terms and conditions apply.*

# CONTACTS



## Operating Hours

Mon - Fri: 8.30am - 5.30pm

Closed on Sat. , Sun and Public Holidays

**Tel no:** 8666 1101

**Email:** [profleet@tanchong.com](mailto:profleet@tanchong.com)

**Location:** Basement 1 Nissan Service Centre @ Ubi

**Address:** 19 Ubi Rd 4, Singapore 408623