

# YOUR ARVAL DEALER PARTNER TEAM



## The Team:

 **0345 266 5159**

 **arvalpartners@arval.co.uk**

 **Team Manager: Liz Burford**

## Our responsibilities:

- Recontracts
- Quote queries
- Discount queries
- Orderbank updates / Order changes
- Missing vehicle queries
- New user log-in requests
- Customer order documents sent or signed queries

## Renewals Team:

 **0345 266 5016**

 **dealerrenewals@arval.co.uk**

## Our responsibilities:

- Extensions
- Renewals



## Customer Services Team



**0345 266 5238**

If your query is relating to any of the following please email **customerservices@arval.co.uk**

Invoice queries, including UFWT

Problematic Vehicles

Fines

Cost/Invoice Centre setups

Novations

Early Terminations (include current mileage)

Glass & tyre queries

MOT/ Tax queries

Price To Buy requests

Copy invoices

Address Changes

Copy Contracts

Alternatively for the following please use the relevant address.

V5

FleetAdmin.Centre@arval.co.uk

Vehicle Returns

www.arval.co.uk/collection-request

VE103 requests (Travel Abroad docs)

Customer to call 0370 600 4499 Option 5 then option 1



Please include your customer/company name, account number and registration number within the email and a subject title (e.g. change of address) in the subject line of your email.



## Special Offers Team



**special.offers@arval.co.uk**

If your query is relating to any of the following please email the Special Offers team on **special.offers@arval.co.uk**

Portal pricing mismatches

Portal Rejections

Unpaid invoices for campaign cars

New Portal Logins must be sent to **arvalpartners@arval.co.uk**



## The Team



**arvalpartners@arval.co.uk**

### RESPONSIBILITIES:

Orders

Order Chases

Document Packs (Queried or new)

Recontracting

### CONTACT:

arvalpartners@arval.co.uk

arvalpartners@arval.co.uk

arvalpartners@arval.co.uk

arvalpartners@arval.co.uk

Arval UK Limited (Whitehill House, Windmill Hill, Swindon, SN5 6PE. Registration number 1073098. VAT Registration GB 202 1441 76) is authorised and regulated by the Financial Conduct Authority under registration number 312798



**ARVAL**  
BNP PARIBAS GROUP

**ARVAL PARTNERS**