



SG Fleet Covid-19 FAQs

You will all be aware that we currently live in unprecedented times. Please be assured we at SG Fleet are working hard behind the scenes to ensure our staff are safe and our customers are supported.

Our Client Relationship Managers will be contacting you to ensure you have all the information you need regarding your fleet. Furthermore, we will look into any suggestions or recommendations to help you where we can.

Is SG Fleet still open?

Yes, very much so. In line with Government advice, the majority of our business functions are now being provided remotely. Thanks to the experience we had with the first 2 lockdowns and our advanced phone system, you should see no change in service levels with regards to call and query handling. All of your helpline numbers remain in place so please continue to call or email as you usually would.

Can I still place vehicle orders with you?

Absolutely! Please continue to place orders via the helpline number below as you did previously. We are very much open for business and will provide you with the latest update in terms of vehicle availability.

Can I still get access to short term hire vehicles?

Yes, you can. Whilst supply may be slightly restricted, our business model ensures we still have access to thousands of vehicles. This can be arranged by either contacting your Customer Service Team or direct to our rental team on 0844 854 5188 or via email rentals@sgfleet.com.

What is happening with my new vehicle delivery?

Our supply chain partners are able to deliver vehicles so you should not expect to see any delay in taking delivery of new vehicles. If you have any specific concerns, please contact your dedicated Client Relationship Manager or dedicated helpdesk.

What is happening with my car collection?

Our supply chain partners are able to arrange collections so you should not expect to see any delay in arranging collection of vehicles. If you have any specific concerns, please contact your dedicated Client Relationship Manager or dedicated helpdesk.

For more information please contact us.

Driver Helpline: 0344 85 45 101 | www.sgfleet.com/uk | 0344 85 45 100 | uk.enquiries@sgfleet.com

Station Court, Old Station Rd, Hampton in Arden, Solihull, B92 0HA





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What do I do if I breakdown?

You should still continue to call the Driver Helpline via the number below and select the relevant option. This will automatically transfer the call directly to the RAC, who are taking all possible steps to protect the health and welfare of its customers and colleagues, whilst still delivering its trusted roadside service as normal.

What do I do if I have an accident?

Again, there is no change to this service. Please call the Driver Helpline via the number below and select the relevant option.

My vehicle is currently in for service/repair, what will happen?

Our supply chain partners have confirmed that service/repair activities will continue throughout the lockdown in England so you should see no changes in our usual service offering. For vehicles in service in other parts of the UK, please contact either your dedicated Client Relationship Manager or Customer Service Team for the very latest update.

Is my vehicle service still going to take place?

Unless you hear from us to the contrary, we will be continuing with any service plans previously organised. Thanks to our business model, we have service agreements in place with a large number of both franchised and non-franchised service centres, so we are hoping to honour your original plans, even if it means switching planned service centres.

What do I do if I need tyres?

All Kwik Fit centres are remaining open during the lockdown in England (unless there is a local outbreak and they need to close). If you are unable to locate a local Kwik Fit centre, or you cannot source replacement tyres, please call the Driver Helpline via the number below and we will find a solution for you.

I have questions not listed here

Please make contact with your Customer Service Team or your Client Relationship Manager via the numbers below to discuss any questions or concerns you may have about the current situation.

For more information please contact us.

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