



Motability Operations Ltd  
 City Gate House  
 22 Southwark Bridge Road  
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 motability.co.uk



Mr Andrew McCracken  
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 COATBRIDGE  
 ML5 4QX

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20 January 2026

Customer Reference Number: 461635772

Dear Mr McCracken,

**It's almost time to collect your new car!**

It's not long until you collect your new car, so we're getting in touch now to provide you with some useful information to help you prepare. You can start enjoying your car as home as it's really.

Enclosed you'll find your Contract Hire Agreement with Motability Operations Ltd. Please check all the details within the appropriate validuogs.

We've also included a welcome pack which includes a copy of the Motability Scheme Handbook and Insurance Cover Booklet. The handbook covers everything you'll need to know to make the most of your lease and the insurance booklet explains what's covered. The Cover Booklet includes all you need to know about the reject parts for hire areas, and damage and your insurance benefits. If you can't find what you're looking for, there's also a whole host of information at [motability.co.uk/customer](http://motability.co.uk/customer).

To help you make the most of your car during your lease we send a monthly e-newsletter, featuring a range of articles, including Scheme news and updates. If you have given us your email address you will start to receive this soon after you take delivery of your car.

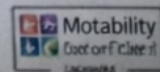
This is the email address we hold for you – [andymc1195@gmail.com](mailto:andymc1195@gmail.com)

You can update your postal address at any time by signing in to your Motability Scheme online account at [myaccount.motabilityoperations.co.uk](http://myaccount.motabilityoperations.co.uk). If you don't yet have an online account, it's quick and easy to sign up and you can find out more at [motability.co.uk/account](http://motability.co.uk/account).

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Registered Office: City Gate House, 22 Southwark Bridge Road, London SE1 9HB.  
 Motability Operations Limited is authorised and regulated by the Financial Conduct Authority (FCA) with reference number 755390



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