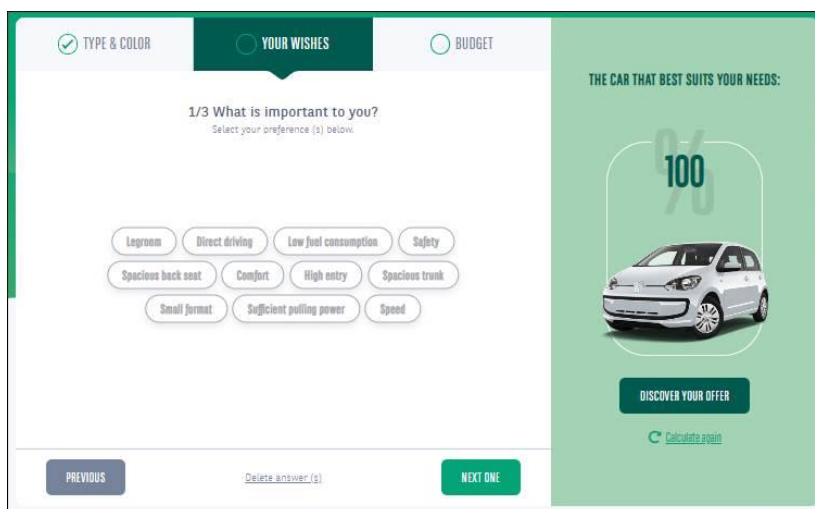


ARVAL LAUNCHES IN THE NETHERLANDS AN ONLINE CAR WEBSHOP FOR PRIVATE CUSTOMERS

A new online service has been launched to propose private customers and prospects a simple and personalized experience to select the car that best suits their needs and to lease it through an all-inclusive, hassle-free service package.

Private individuals are moving from owning cars to leasing them. Arval, a leading player in full service car leasing to companies, offers now long-term lease to private customers, with a hassle-free solution tailored specifically to their needs. They can easily choose their cars among a selection of carefully chosen offers, coupled with a full range of services.

The search for a car is now facilitated through a new “Need Based Search”, which enables the customers to easily select their ideal car. After answering a few simple questions, the system will come up with a ranking of available cars, based on how far they fulfil the needs of the customer. The questionnaire takes into account a number of different criteria, such as the number of passengers, need for space (in the car boot, or for comfort in the car itself), focus on fuel consumption etc. The online tool reduces the stress of choosing a car due to the intensive market research undertaken before launching the tool.



The particular advantage of this solution is the carefully selected range of cars available and the attractive offers. Arval has no exclusive partnership with a given manufacturer, and therefore provides models fitting the customer’s actual needs.

The Arval hassle-free package includes all the car maintenance and repair services, tyres changes, relief car, insurance and road assistance. Customers can also choose to have the car delivered to their doorstep.

The whole process has been fully digitalised including quick online approval, paperless contracts and e-Signature.



*“We have designed a customer centric new digital experience to enable individuals to move from owning to leasing cars. And we will continue to improve this online car webshop experience”, declares **Lakshmi Moorthy, Arval SME and Private Lease Director**. “Our aim is to introduce this new qualitative customer experience to several other European countries in 2019, to ensure all our private lease customers benefit from our 30 year experience in the automotive sector.”*

*“We are delighted to announce this new offer available for private customers. The mobility sector has been greatly impacted in recent years and Arval is tailoring its offers consequently to allow customers to move from owning to leasing their vehicles. With our online webshop, Arval is advancing one step closer to proposing our full service offers to all individuals around the world” declares **Alain Van Groenendael, Arval CEO**.*

Private Lease is now available in the Netherlands on the following address

<https://www.privatelease.arval.nl/>.

Contacts :

ELAN EDELMAN

Amandine Pesqué – amandine.pesque@elanedelman.com - +33 (0)1 86 21 50 73

Arval

Christelle Paillès – christelle.paillès@arval.com - +33(0)1 57 69 53 69

Mathilde Aureau – mathilde.aureau@arval.com - +33(0)1 57 69 54 15

About Arval:

Founded in 1989 and fully owned by BNP Paribas, Arval specialises in full service vehicle leasing. Arval offers its customers – large international corporates, SMEs and professionals – tailored solutions that optimise their employees’ mobility and outsource the risks associated with fleet management. More recently, Arval expanded its customer segments to individuals. Expert advice and service quality, which are the foundations of Arval’s customer promise, are delivered in 29 countries by around 7,000 employees. Arval’s total leased fleet adds up to 1,193,910 vehicles throughout the world (December 2018).

Arval is a founding member of the Element-Arval Global Alliance, the longest standing strategic alliance in the fleet management industry and the worldwide leader with 3 million vehicles in 50 countries. Within BNP Paribas, Arval belongs to the Retail Banking core activity.

www.arval.com

About BNP Paribas:

BNP Paribas is a leading bank in Europe with an international reach. It has a presence in 73 countries, with more than 196,000 employees, including more than 149,000 in Europe. The Group has key positions in its three main activities: Domestic Markets and International Financial Services (whose retail-banking networks and financial services are covered by Retail Banking & Services) and Corporate & Institutional Banking, which serves two client franchises: corporate clients and institutional investors.

The Group helps all its clients (individuals, community associations, entrepreneurs, SMEs, corporates and institutional clients) to realise their projects through solutions spanning financing, investment, savings and protection insurance. In Europe, the Group has four domestic markets (Belgium, France, Italy and Luxembourg) and BNP Paribas Personal Finance is the European leader in consumer lending.



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**We care about cars.
We care about you.**

BNP Paribas is rolling out its integrated retail-banking model in Mediterranean countries, in Turkey, in Eastern Europe and a large network in the western part of the United States. In its Corporate & Institutional Banking and International Financial Services activities, BNP Paribas also enjoys top positions in Europe, a strong presence in the Americas as well as a solid and fast-growing business in Asia-Pacific.

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