

A man with glasses and a light blue and white striped shirt is leaning into the open window of a car. He is smiling and looking towards the interior of the car. Inside the car, a person's hand is visible near the bottom of the frame. The background shows a blurred outdoor setting with trees and a building.

mywheels

MyWheels Ambassador
onboarding guide

Welcome, MyWheels Ambassador!

We're thrilled that you're now a MyWheels ambassador. Together, we can make an even bigger impact! This document contains everything you need to know about your role.



What you'll be doing

As a MyWheels Ambassador, you are our primary contact, our eyes and ears in the community, and a representative for the MyWheels brand. We share the same mission and goal: to get as many people as possible excited about car-sharing. It's essential that we can rely on each other, and that we can get in touch if there's ever an issue with the vehicle(s) you manage. Likewise, you can always count on us.

1 2 3 4

You are the go-to person

As a MyWheels Ambassador, you'll be the point of contact for one, two, or three cars in your area. You'll keep an eye on things and take care of minor issues when necessary, like when a car isn't properly connected to a charging point or is parked incorrectly.

Car users may also reach out to you. You can find their questions or comments under 'Messages' in the MyWheels app. This is useful if they have questions or have left something behind in the car after their trip.

Yes! You gain access to the MyWheels Ambassador account

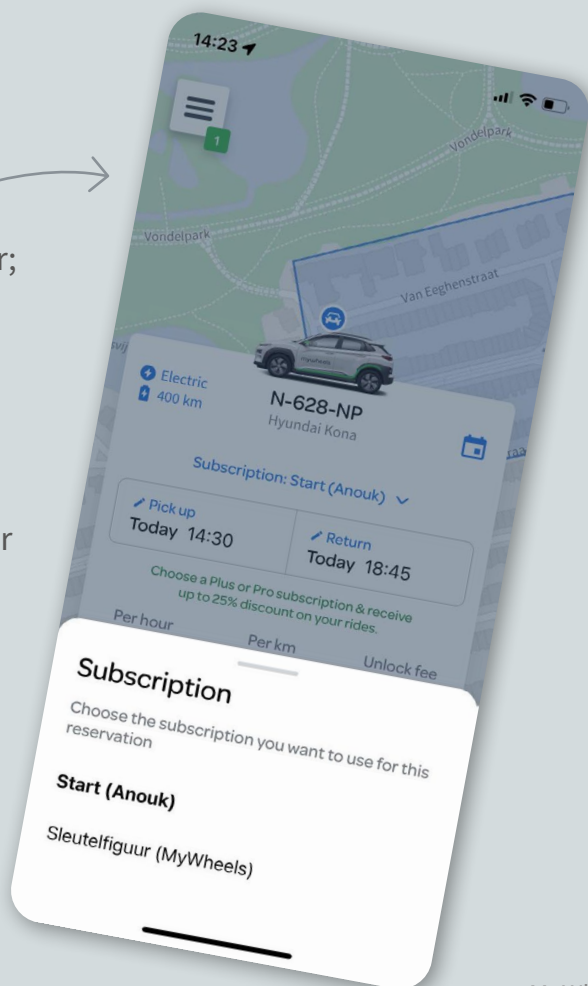
With this, you can make free reservations for your tasks as a MyWheels Ambassador, such as:

- ✓ Checking the car;
- ✓ Moving the car;
- ✓ Blocking the car (if necessary) from being rented out.

How to use the account:

1. Open your app and select the car;
2. Under 'Subscription', choose 'Sleutelfiguur';
3. Select the hour you want to reserve the car;
4. In the trip notes, mention what your reservation is for;
5. During that selected hour, the car is reserved for you at no cost.

Important: Do not use the MyWheels Ambassador account for personal trips. Use your personal account for that.



You make sure everything is in order

Every shared car is equipped with the following items. Is something missing or needs replacing? Send us a message in the app (Help > Send us a message). This way, together we ensure that the car stays complete.

- ☒ MyWheels keychain (with license plate)
- ☒ Fuel card or charging key/card (for electric cars)
- ☒ Instruction sticker on the dashboard (with QR code)
- ☒ Emergency hammer
- ☒ No-smoking sticker
- ☒ Charging cable (for electric cars)
- ☒ European accident form + pen
- ☒ Optional: parking disc, ice scraper

All cars are cleaned periodically. If you feel a car needs immediate cleaning, you can report it through the 'Car is dirty' option in your MyWheels Ambassador account's reservation. Based on your report and photos, our cleaning team will come by as soon as possible.

Send us a message

Would you like to report an issue about a car you manage?
Send us a message in the app.

1. Go to Help
2. *Select:* Send us a message
3. *Select:* Question outside current trip
4. *Select:* MyWheels Ambassador question

You will then be connected directly to a colleague in the chat, not a chatbot.

Are you experiencing a problem during a private trip? Please contact the regular support line at 085 773 4222 or send us a message in the app as well, but do not select "MyWheels Ambassador question".

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You share your thoughts

We gladly invite you to share your ideas for new developments within MyWheels. Sign up for the [beta app](#) to gain early access to the latest features and updates. As one of our most loyal users, we're excited to actively involve you in improving MyWheels. Together, we'll ensure that we create solutions that truly add value. More information and the option to sign up can be found [here](#).



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You're a true ambassador

As a MyWheels Ambassador, you're a true advocate for MyWheels. You know how to get people excited about the benefits of car-sharing with MyWheels, and you do your best to involve others. For example, you can explain how an electric car works or help us organise an event. Sharing is fun and better for everyone! Invite a friend to sign up, and you'll both receive a €25 discount after your friend completes their first trip. Click [here](#) to invite your friends.





What you can expect from us

MyWheels Ambassador discount

As a MyWheels Ambassador, you support the MyWheels team, and we want to give something back in return. For each car you manage, you'll receive €13 in MyWheels Ambassador discount every month. After completing a trip, this discount will automatically be applied to your invoice. At the beginning of each month, the discount will be added to your account, and you can use it for up to three months after that date. The MyWheels Ambassador discount cannot be exchanged for a (cash) credit.

Events and exclusive content

We like to keep you informed and involve you as the first to learn about new developments. Occasionally, we organise themed sessions where we present new updates and plans, and you can ask questions to one of our experts. These sessions help MyWheels Ambassadors come together, meet, and celebrate successes.

In a nutshell

- ✓ Congratulations! You're now a MyWheels Ambassador and thus one of our valued community representatives.
- ✓ As a MyWheels Ambassador, you manage up to three cars.
- ✓ We'll stay in touch to ensure the car(s) remain in good condition or become available.
- ✓ You have exclusive access to the latest developments and can be part of our test app. We value your feedback.
- ✓ For your dedication and loyalty, you'll receive €13 MyWheels Ambassador discount every month, valid for three months.
- ✓ You'll receive updates via MyWheels Ambassador emails. You cannot unsubscribe from these while you are a MyWheels Ambassador.
- ✓ For every new registration via your exclusive friends' link, both you and your friend will receive €25 after their first completed trip.
- ✓ Switch to the MyWheels Ambassador account for free to perform the required tasks for the cars you manage.
- ✓ Are you moving? Let us know! We're happy to move with you, if possible.
- ✓ Use the checklist to see how and when your car is complete. If it's not, give us a heads up.
- ✓ Our colleagues in the chat are ready to assist you.
- ✓ Receive the newsletter with trends & developments, join our themed sessions, and receive an invitation for live events.

This is a dynamic document that can be edited/updated.

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