

# My Convenience Flexi

Customise your maintenance needs anytime

My Kia | My Maintenance | My Requirements



Movement that inspires



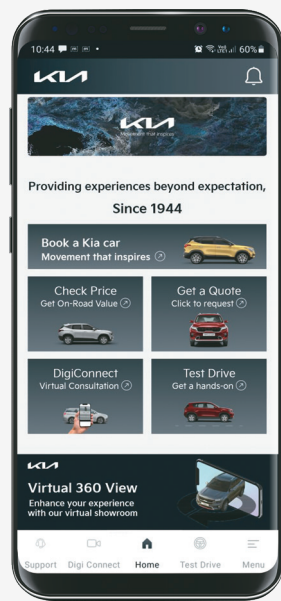


# Kia Service

Connected • Adaptive • Responsive • Engage

## Connected

through digital services



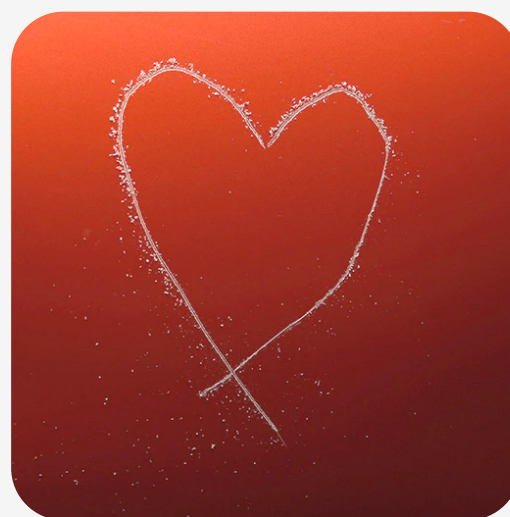
MyKia App



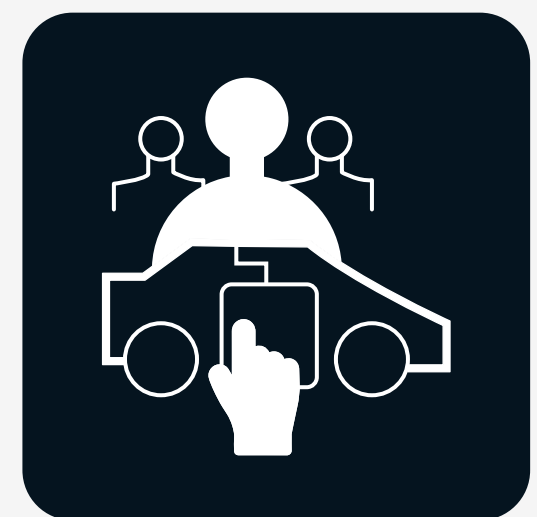
Kia Digital  
Owner's Manual

## Adaptive

to your specific needs



Scratch Care



My Convenience Flexi

## Responsive

through our network & offerings



Kia Call Centre and RSA



Kia Mobile Workshop

## Engage

for a better future



Advanced Pick-up and Drop



EV Service Readiness





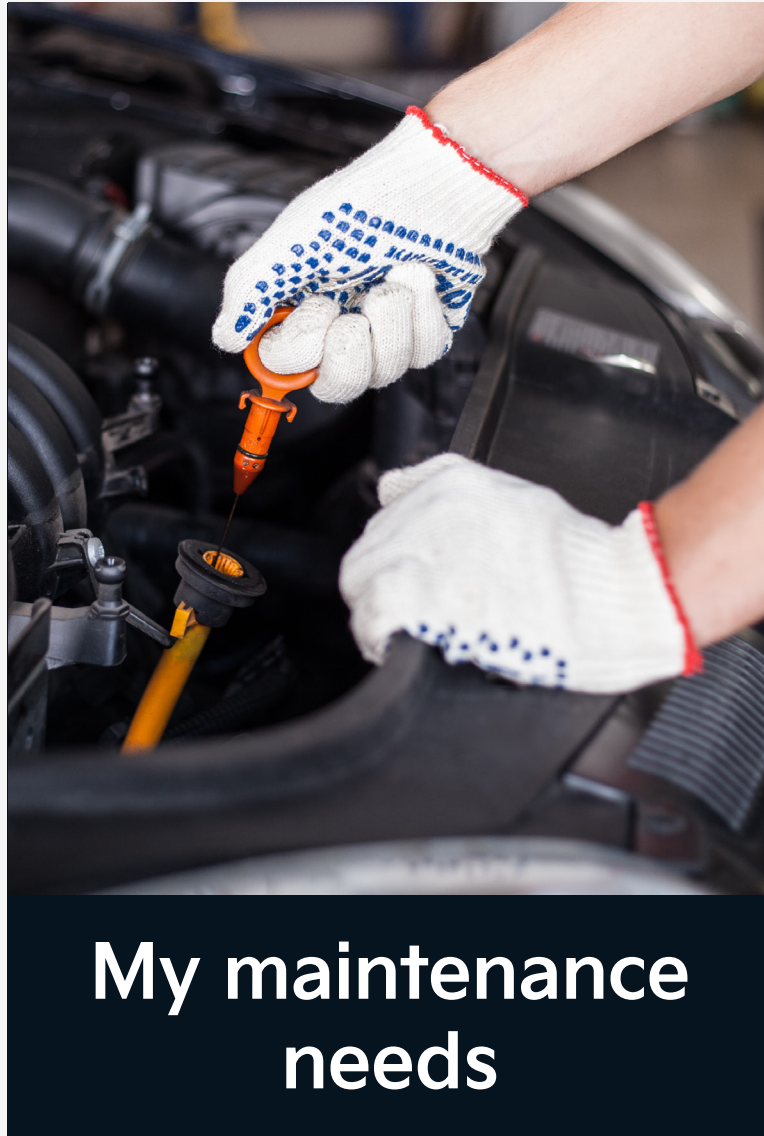
# My Convenience Flexi

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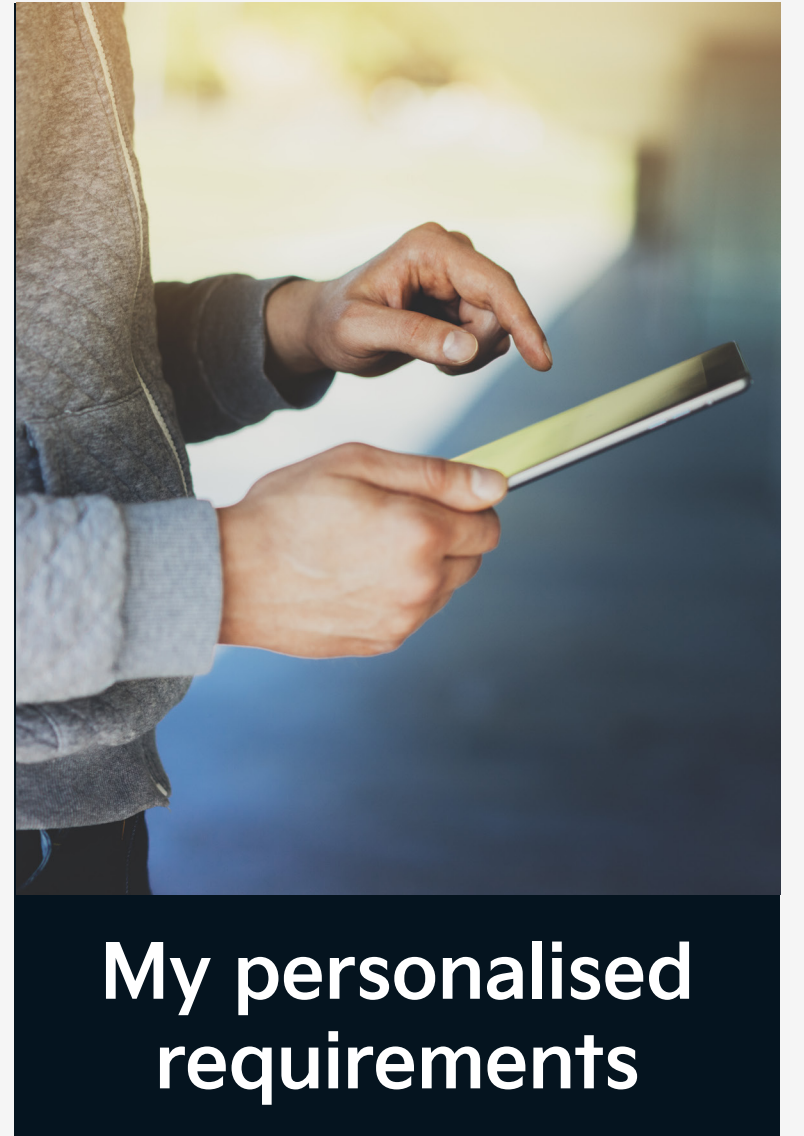
Choose and personalize your own program as per your driving needs. My convenience flexi can be purchased at anytime during your car's life.



My Kia



My maintenance needs



My personalised requirements

## My Convenience Flexi Offerings (PPM Only)

### Pre-Paid Maintenance (PPM)

Choose **any one PPM** as per your need.

2 years - 2 Services			
3 years - 3 Services	Genuine Parts	Oil	Labour

Includes all of the above as per recommended PMS schedule

### Other Benefits

- Upfront **Value Benefit** basis the chosen package
- **Cost Protection** from Inflation

\*Basis the PPM selected. Eg. 2 services in 2 Years package

# My Convenience Flexi

## Starting Point

### What is Starting Point:

- Starting Point is the flexible point at which the flexi package starts
- Starting point is always in multiple of 10K
- 1<sup>st</sup> Paid Service for Kia model is the 1<sup>st</sup> entry point for customer in Flexi program (\*30K : Carens , ^20K : Other Models)
- 20K^, 30K\*, 40K, 50K, 60K, 70K & 80K

### How Starting Point would be deduced:

- Basis the regular repair history of your Kia car, system will deduce the Starting Point for your respective case
- Starting Point will depend on if you have serviced your car as per the maintenance schedule in Owner's Manual

Starting Point	2 Year Coverage	3 Year Coverage
20K	20K, 30K	20K, 30K, 40K
30K	30K, 40K	30K, 40K, 50K
40K	40K, 50K	40K, 50K, 60K
50K	50K, 60K	50K, 60K, 70K
60K	60K, 70K	60K, 70K, 80K
70K	70K, 80K	70K, 80K, 90K
80K	80K, 90K	80K, 90K, 100K

20K means 20,000 Kms Paid Service, 30K means 30,000 Kms Paid Service

- 2 Year Coverage: 2 Paid Services covered 3 Year Coverage: 3 Paid Services covered
- Carens 1<sup>st</sup> Paid Service starts from 30K Kms
- Seltos, Sonet & Carnival 1<sup>st</sup> Paid Service starts from 20K Kms

### Important Note:

- My Convenience Flexi is a standalone plan
- My Convenience or My Convenience Plus holders are not eligible for the purchase of this plan
- Customers already having either My Convenience or My Convenience Plus can purchase only after utilising the services of the package



# My Convenience Flexi



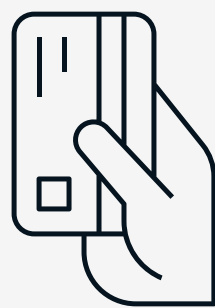
## Step 1

Choose your PPM package



## Step 2

Share OTP (One Time Password)  
to finalise the package



## Step 3

Make payment



## Step 4

Collect certificate and invoice copy



## Step 5

Avail services  
and monitor your remaining services



# Customer Benefits

## Anytime Buy Option

Program can be bought anytime before completing 80,000 Kms

## Peace of mind

Price Protection (no price hike impact) during the program

## Transparency

Program feature which enables you to monitor & check the balance services/parts remaining in program

- **Personalisation**

Make your own maintenance package as per your driving needs

- **Flexibility**

Program provides flexibility of transferring the program to other dealer/city or cancel the program

## Simplified

Simple, notified, and informed 5 step purchase process

## Savings

Package entitles you to price-hike protection, upfront savings, and 10% off on car-care services if availed during the program tenure

# Kia Service

Connected • Adaptive • Responsive • Engage



# FAQ's

## **Q1. Is it mandatory to buy My Convenience Flexi program?**

Ans. It is not mandatory to buy My Convenience Flexi program. The decision to buy is as per personal driving needs and requirements.

## **Q2. Why should I buy My Convenience Flexi program if it is not mandatory?**

Ans. For a consistent performance of the vehicle, scheduled maintenance services are recommended. My Convenience Flexi package not only gives an option to personalize your maintenance as per your driving needs anytime, but also provides price hike protection & upfront savings.

## **Q3. What is My Convenience Flexi program?**

Ans. We at Kia are adaptive to your specific needs. Thus My Convenience Flexi program gives an opportunity to customise your maintenance program as per your requirements anytime up to 80,000 Kms. The program gives protection from price hike and upfront savings.

## **Q4. What Options are available in My Convenience Flexi Program & what is its coverage?**

Ans. 2 options are available in My Convenience Flexi

- 2 Year: Gives coverage of next 2 paid services with regards to the program Starting Point
- 3 Year: Gives coverage of next 3 paid services with regards to the program Starting Point

## **Q5. What is the Starting Point in My Convenience Flexi program?**

Ans. Starting Point is the flexible point at which the flexi package starts

- Starting point is always in multiple of 10K Kms
- 1<sup>st</sup> Paid Service for Kia model is the 1<sup>st</sup> entry point for customer in Flexi program (\*30K : Carens , ^20K: Seltos, Carnival, Sonet)
- 20K^, 30K\*, 40K, 50K, 60K, 70K & 80K
- 10K Kms means 10 x 1000 = 10,000 Kms



**Q6. How can I track and monitor my services?**

Ans. The invoice copy of My Convenience Flexi has a matrix on its rear side, which gives insights into services availed and remaining in the program.

**Q7. I have purchased a package in Delhi and moved to Bangalore, will my package be eligible in Bangalore?**

Ans. The program provides flexibility of transferring to other dealer/city by paying a nominal fee. For more details please contact your nearest authorized Kia workshop.

**Q8. Can I cancel the My Convenience Flexi program?**

Ans. Yes, you have an option of cancelling the program as per requirement. For more details please contact your nearest authorized Kia workshop.

**Q9. Do I have to get my service done only from the dealer from where I purchase the package?**

Ans. To avail the services, it is mandatory to visit the dealer from where the program was purchased. Program provides flexibility of transferring to other dealer/city by paying a nominal fee, if required. For more details please contact your nearest authorized Kia workshop.





# Add convenience to your drive

Whether it's buying our cars or the experience after, we at Kia believe in the power of world-class assistance.

My Convenience is an initiative in that direction, designed to make your service experience seamless and effortless.





**350**


Consumer  
Touchpoints

**200**

City  
Coverage

**242**

Service  
Points



**Wherever you go, we  
stay with you.**

[www.kia.com](http://www.kia.com)

**Kia Care**



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