

Introduction e-mail employees - English

Subject: Introduction of new mobility solution: Arval Mobility Pass

Dear <First>,

Great news! On [Go Live date] we will launch a new digital mobility solution for your business travel and commuting. You can find more information in this email.

Mobility platform via Arval

[Your Company] has chosen to partner with Arval, a provider of a mobility platform. On the platform you can plan, book and register trips. In addition, it offers various mobility options such as public transport, shared mobility and parking.

This means more freedom of choice for you and the opportunity to travel in your most ideal way. All payments and expense claims of the trips are done via one platform.

How do you use the Arval Mobility Pass?

The mobility solution consists of a mobility app (the Milo app) with a virtual mobility card and a public transport card. With the Milo app, you can manage and register your mobility needs, such as specifying kilometers and working from home days. All your trips are accessible within the Milo app. You can use the virtual mobility card to book shared mobility, pay for taxi rides or for parking. You will also receive a physical public transport card at your home address. You can use it to check in for public transport & for the ov-bicycle and bicycle parking. Watch [the instruction videos](#) [here].

Available travel options

Based on your arrangement, there are several features available. An extensive overview of this can be found on [XX](#).

What does this mean for you?

On [Date], you will receive an email from XXImo with the subject: 'Activate your Arval Mobility Pass account'. This email will guide you through the simple process of accessing your account:

- 1) Download and open the Milo app.
- 2) Enter your [Company] business email address.
- 3) Accept the terms of use.

After completing these steps, you can activate the virtual card in the app. Once you have downloaded the Milo app and reviewed your card details, you can add the virtual card to Apple Pay or Google Pay and start traveling. In the following days, you will also receive your physical ov-card, which you can use immediately for public transport. You do not have to add any travel credit on the public transport card yourself. This is done automatically via [Your company].

As of [Go live date] you can travel with your new mobility card and you can register your kilometers and home working days via the Milo app.

Transition from the old solution (if applicable)

On [Go Live Date], the [Old Solution] will be deactivated and you will no longer be able to travel with the [Old Solution].

More about your mobility arrangement

On [name of intranet] you will find the mobility policy in the [handbook]. Do you have any questions about this? Please contact [The HR team].

Do you have questions about the app? Please contact the Arval Mobility Team via telephone number 030 6024404 or e-mail address mobility@arval.nl