

Explaining the Scheme

How we deliver the Scheme

We provide mobility to nearly 649,000 customers, all of whom are in receipt of the Government's mobility allowance. Through integration of manufacturers, dealers and other suppliers, we deliver our customers with worry-free, affordable mobility to meet their individual needs.

Motability, the Charity's role

Motability sets the strategic policies and direction of the Scheme.

For more detail regarding Motability's role, please see page 5



The Government's role

Mobility allowance

Government decides who should receive mobility allowances. Thereafter customers may choose to use their mobility allowance to lease a car, powered wheelchair or scooter.

Motability Operations' role



Suppliers

Provide servicing, breakdown assistance, insurance, and tyre and windscreen replacement.



Funding

In operating the Scheme, we are required to source the financing of our £8.7bn vehicle fleet. Our capital reserves are fully reinvested into our fleet; this reduces the amount we have to borrow and therefore the cost of customer leases. The balance of our financing is provided by debt in the form of bonds issued in the debt capital markets and bank facilities.



Scheme customers

As we do not pay shareholder dividends we can focus purely on delivering affordable and worry-free mobility through a wide choice of vehicle solutions to meet individual customer needs.



Delivering the Scheme

Cars, powered wheelchairs and scooters are delivered through partnerships with manufacturers, dealers and other suppliers.



End of lease

At the end of lease (typically three years), vehicles are returned to us. More than 91% of customers choose to renew their lease.



Remarketing

Used cars are resold into the used-car market through our market-leading online channel 'mflirect' and our national auction programme.

Explaining the Scheme continued

How we protect the Scheme

As operators of the Motability Scheme, we bear a number of significant risks, the most significant of which is the movement in used-car values, which could, if not carefully managed, undermine the long-term sustainability of the customer proposition.

