

My Convenience Flexi

Customise your maintenance needs anytime

My Kia | My Maintenance | My Requirements



Movement that inspires



Kia Service

Connected • Adaptive • Responsive • Engage

Kia Service is committed to delivering customer centric-experiences of inspiring ownership. We at Kia ensure that we are:

Connected
through digital services.



MyKia App

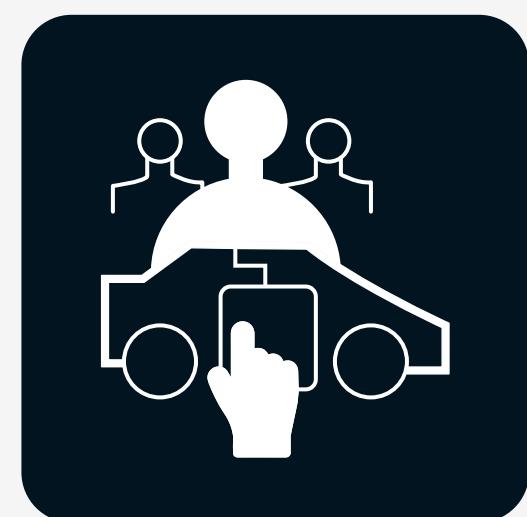


Kia Krystal[^]

Adaptive
to your specific needs.



Scratch Care*



My Convenience Flexi

Responsive
through our network &
offerings.



Kia Call Centre and RSA



Extended Warranty

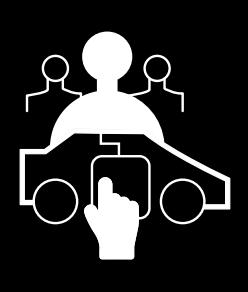
Engaged
for a better future.



Advance Pick-up and Drop



EV Service Readiness



My Convenience Flexi

Customise your maintenance needs anytime

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)

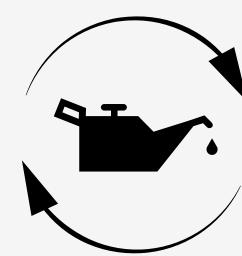
Choose **any one** PPM as per your need.

2 years - 2 Services

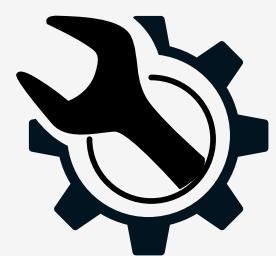
3 years - 3 Services



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

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
- 1st Paid Service for Kia model is the 1st entry point for customer in Flexi program
- 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
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

30K means 30 000 Kms Paid Service

- 2 Year Coverage: 2 Paid Services covered
- 3 Year Coverage: 3 Paid Services covered
- 1st Paid Service starts from 30K Kms

Important Note:

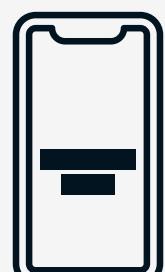
- My Convenience Flexi is a standalone plan
- My Convenience or My Convenience Plus holders are not eligible for the purchase of this plan
- Customers already having either My Convenience or My Convenience Plus can purchase only after utilising the services of the package
- My Convenience Flexi is available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

My Convenience Flexi



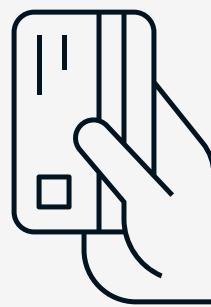
Step 1

Choose your PPM package



Step 2

Share OTP (One Time Password)
to finalise the package



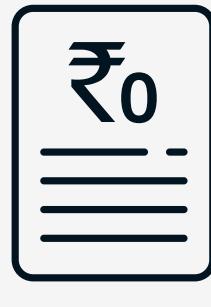
Step 3

Make payment



Step 4

Collect certificate and invoice copy

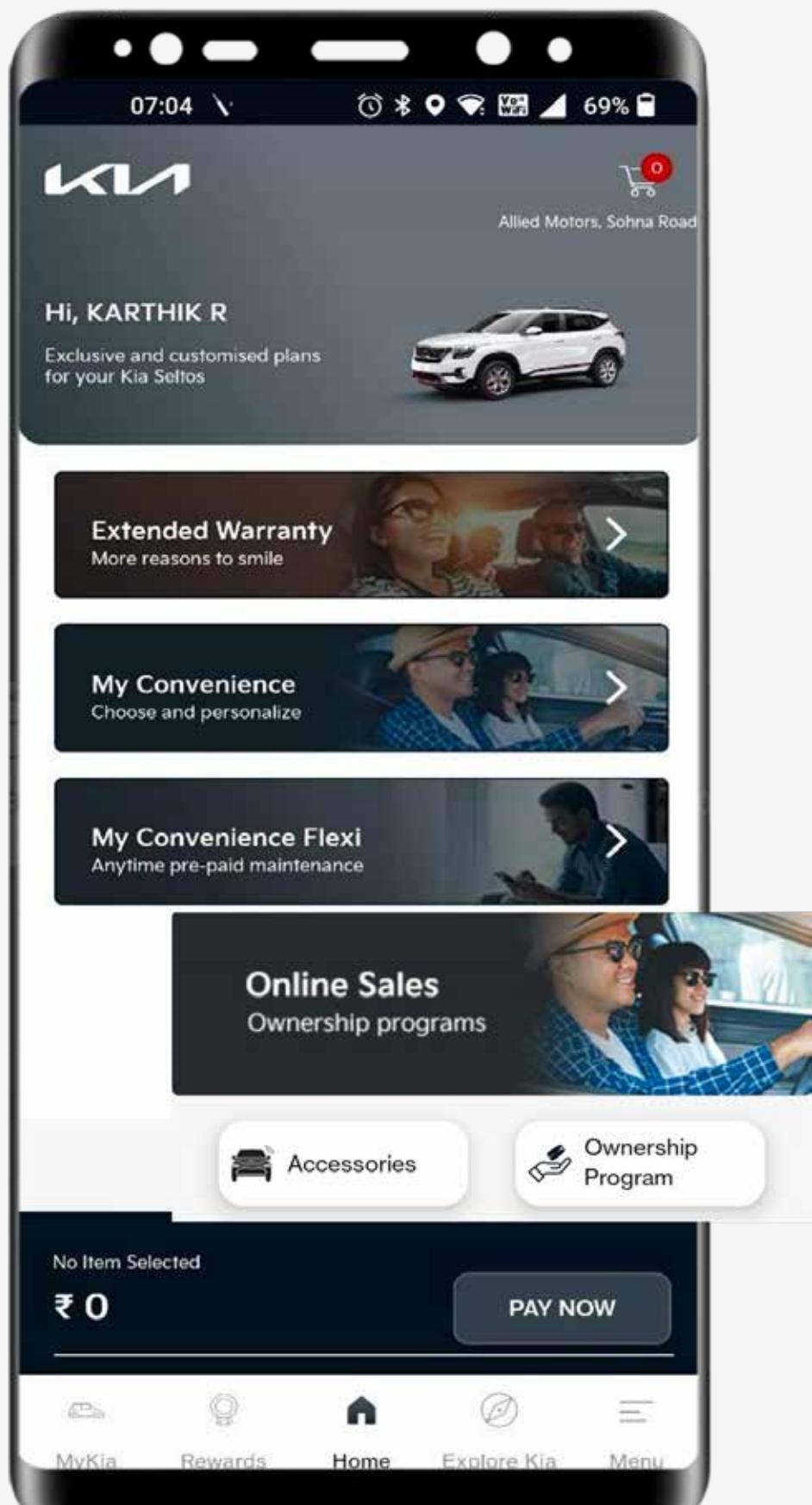


Step 5

Avail services
and monitor your remaining services

How to Avail My Convenience Flexi - Online

The My Kia App lets you explore and purchase protection plans right from your phone. Easy. Effortless. Exactly how it should be.



- Step 1: Open MyKia App
- Step 2: Go to 'Ownership Program' tab
- Step 3: Select the Dealer
- Step 4: Go on My Convenience Flexi tab & choose the Package
- Step 5: Click on 'Add to Cart'
- Step 6: Open cart and review the Selected Package
- Step 7: Accept Terms and Conditions for the transaction
- Step 8: Input a One Time Password (OTP) and complete the transaction
- Step 9: Download the Certificate and Invoice copy from 'My Dashboard'

Watch the video for more information



Scan the QR Code and watch the video for more information

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

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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
- 1st Paid Service for Kia model is the 1st entry point for customer
- 30K*, 40K, 50K, 60K, 70K & 80K
- 10K Kms means $10 \times 1000 = 10,000$ 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 Bengaluru, will my package be eligible in Bengaluru?

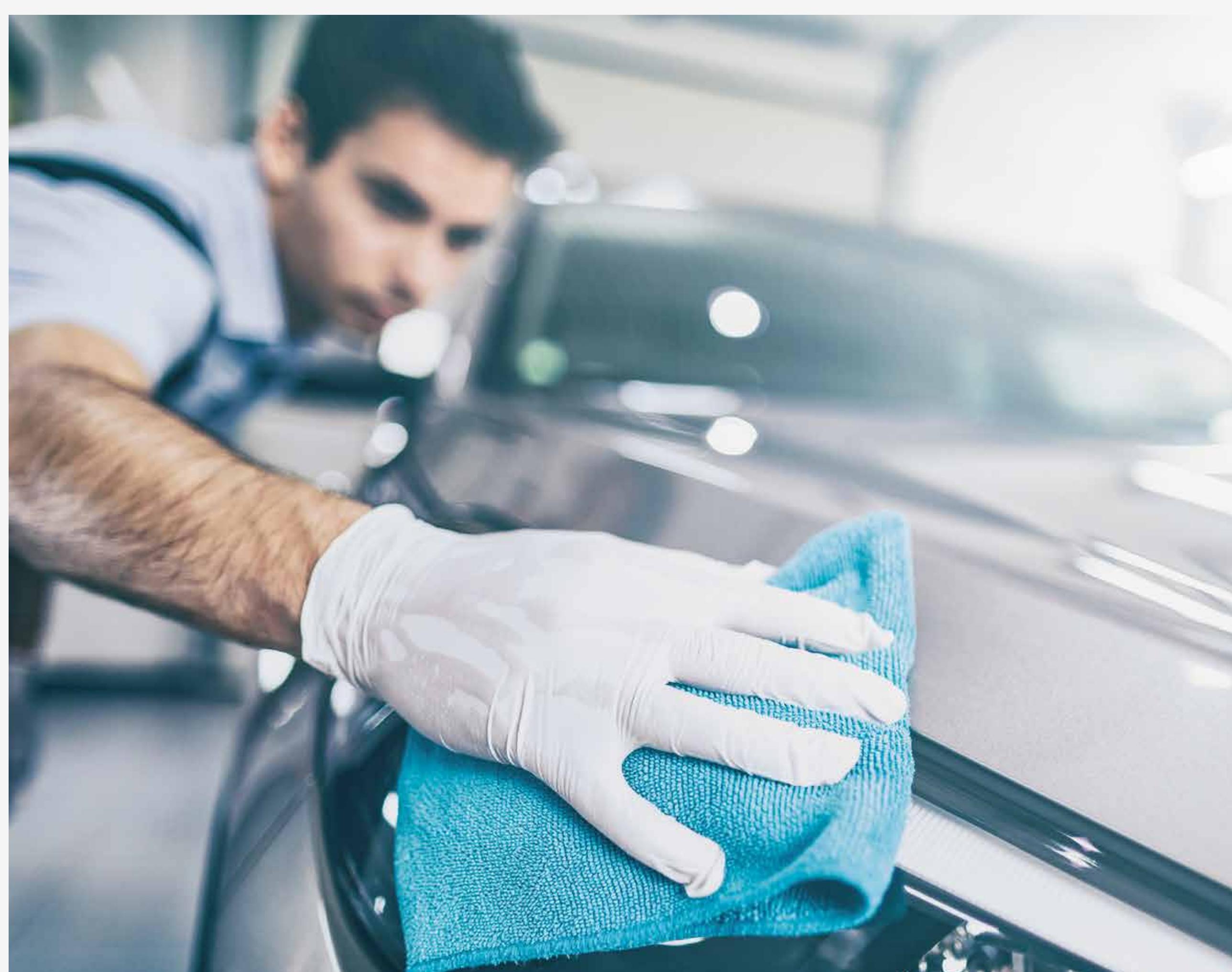
Ans. The program provides flexibility of transferring to other dealer/city by paying a nominal fee. For more details please contact your nearest authorized Kia workshop.

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.

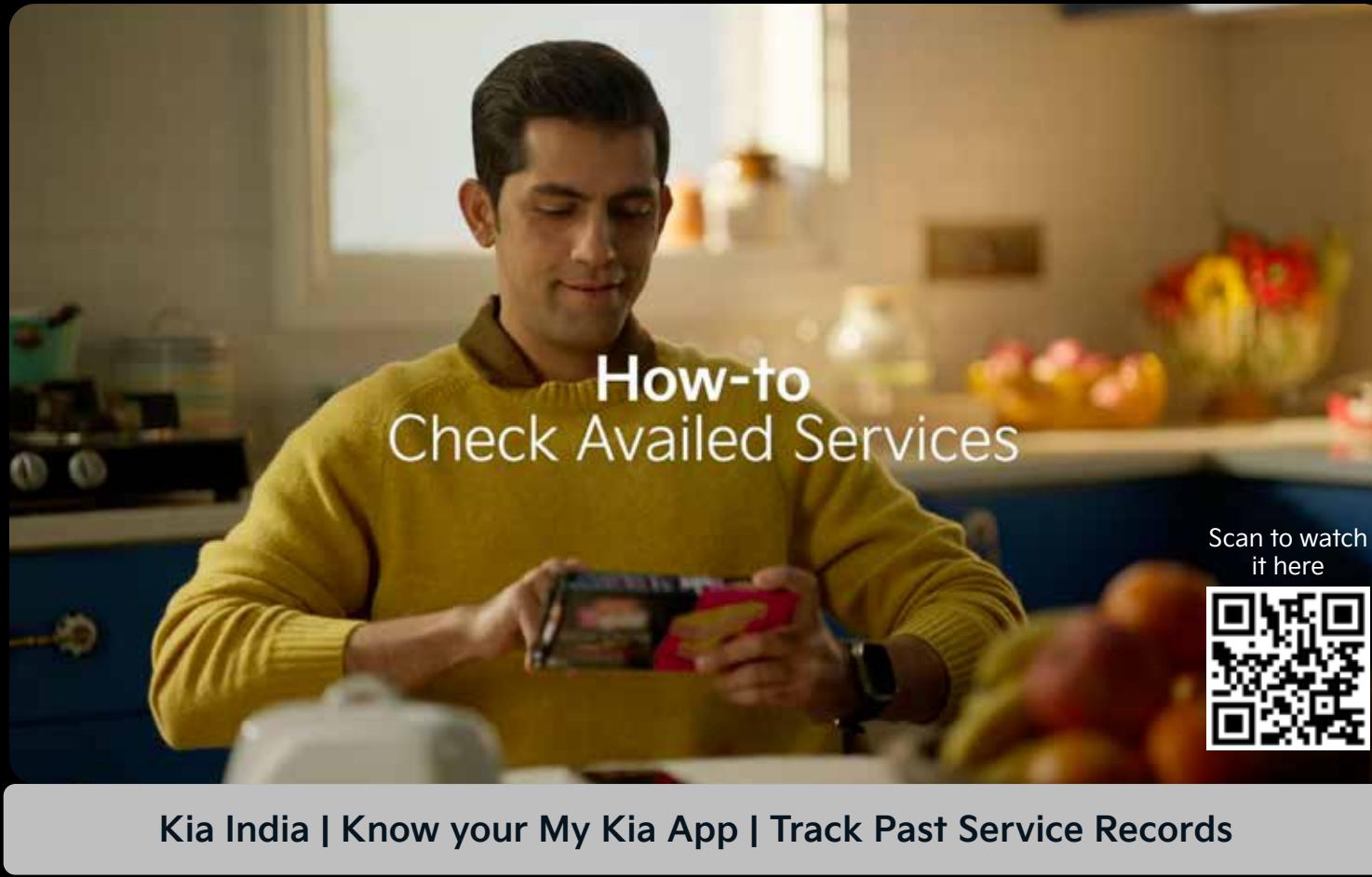
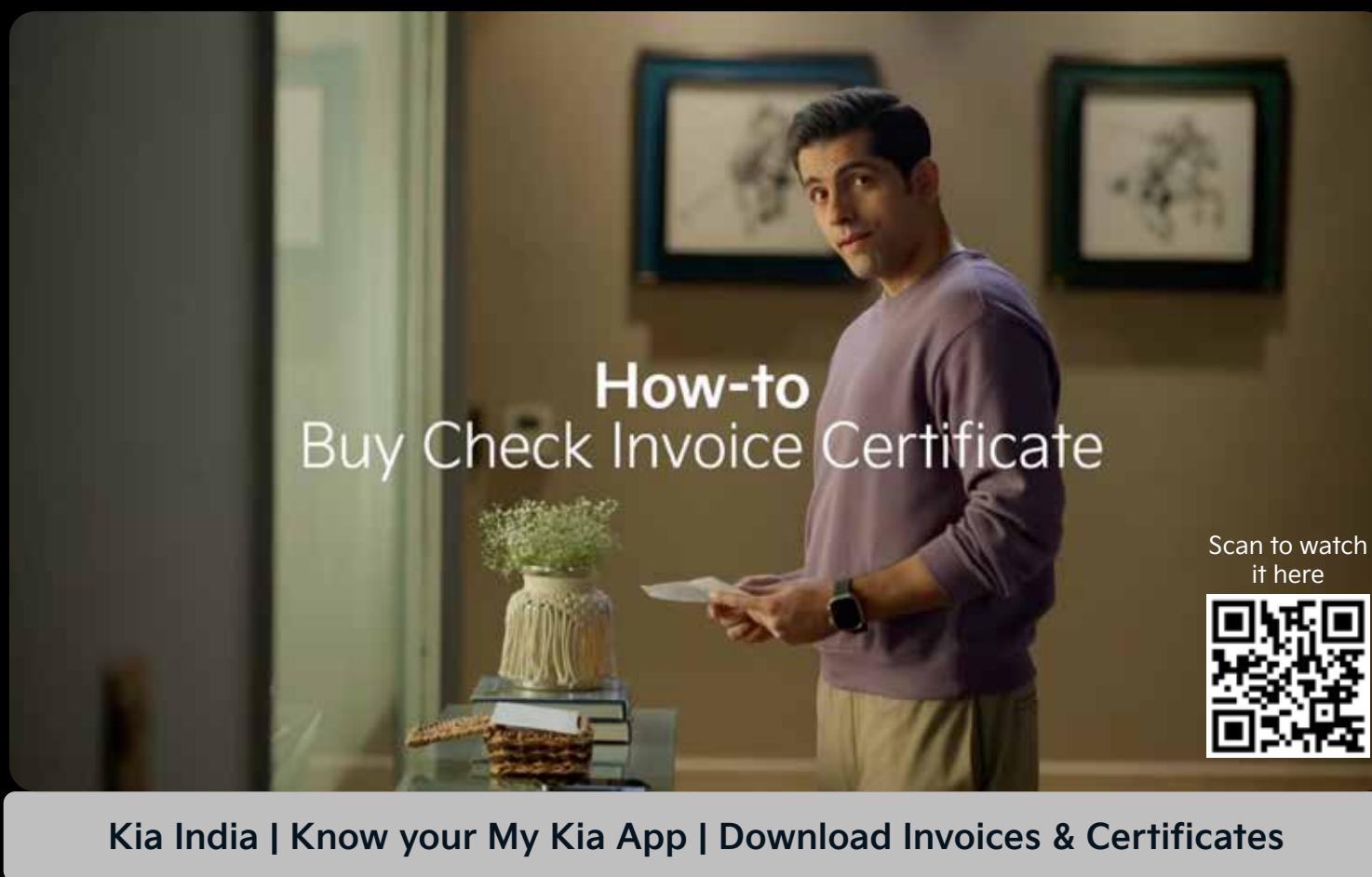
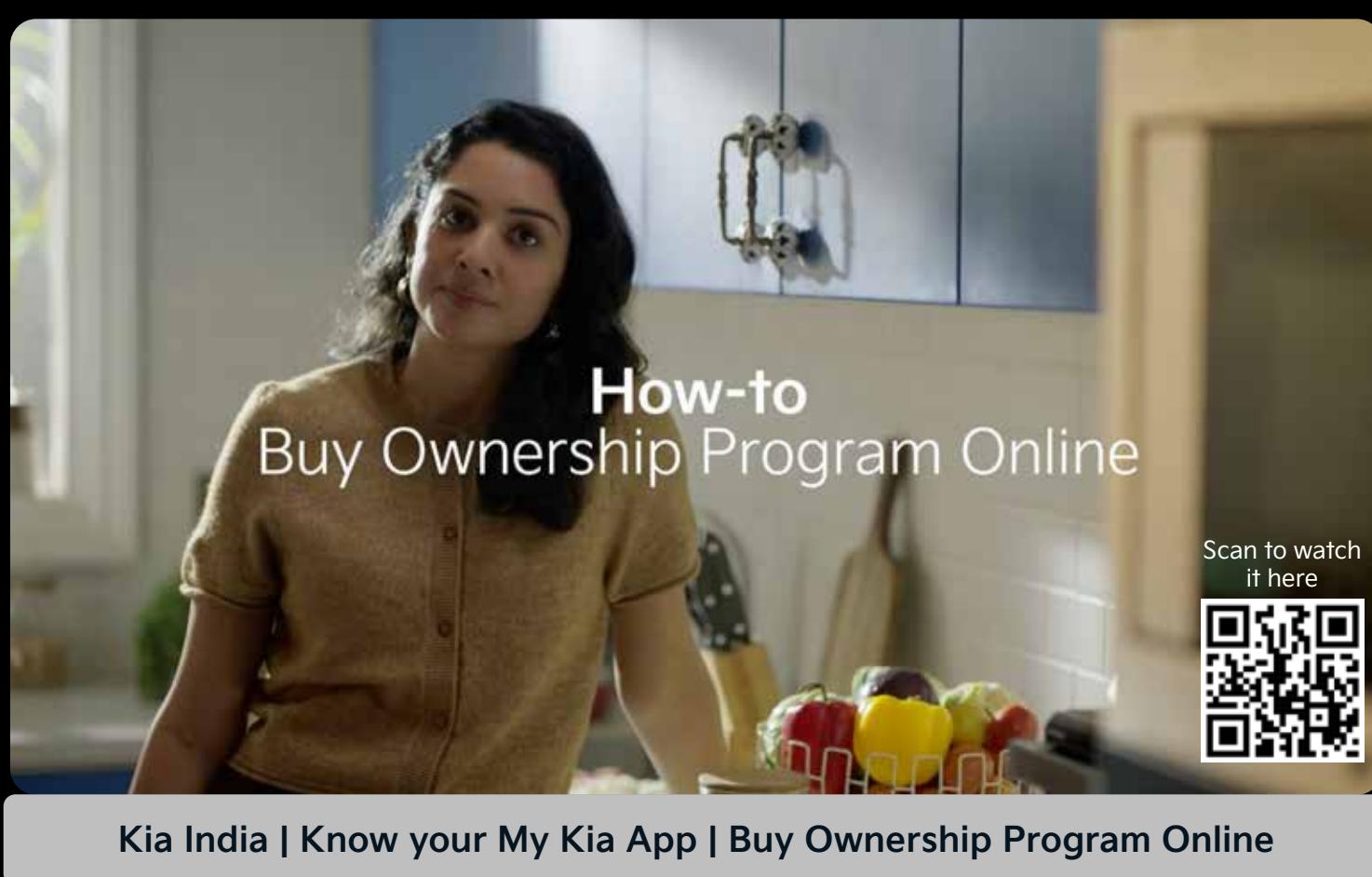
Q9. Do I have to get my service done only from the dealer from where I purchase the package?

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.

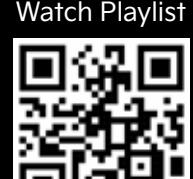


'How To' Videos

Available on Kia.com and Kia India YouTube Channel



How To Watch Playlist



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.



744

Consumer
Touchpoints

329

Cities
Covered

475

Service
Points



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

www.kia.com

Kia Care



1800 108 5000

kiacare@kiaindia.net

For more information, visit our dealership or contact:

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Version 1.3