SMAT NEWSLETTER

SUMITOMO MITSUI AUTO LEASING & SERVICE (THAILAND) CO., LTD.

✉ smatnewsletter@smauto.co.th   🌐 www.smauto.co.th   📞 0-2252-9511

SMAT care about customer's convenience to use M-Flow
We are pleased to support with our **Best Service**
and keep updating the **Latest Information to you**

SMAT M-Flow Management Service

◆ Service 1: SMAT support for creating customer *M-FLOW* account

Service fee = 1,000 THB (Excluded VAT)

One company can register One M-Flow Account

How to use our service

step 1 Customer (person in charge for fleet management) send e-mail to SMAT Sales for intention to use our service including below information;
1. Number of cars to add into this M-Flow account.
   (The first unit will be included in registration service fee 1,000 THB. The next unit will be charged 250 THB per unit).
2. Car License Plate Number.
   (for the unit that customer would like to add into this account).

step 2 SMAT Sales will prepare quotation and send to customer to sign off.

step 3 Customer submit signed off quotation with below information to SMAT;
1. Company Juristic ID
2. Company Registered Address
3. Phone number of the Company
4. Email of Authorized Person for Registration
5. Company Registration Certification
6. Mobile phone number of juristic person
   (for receiveing M-Flow notification)
7. Copy of the Authorized Person's ID card or Passport
8. Vehicle photo 4 sides
   (with clear image of car license plate number)
9. Copy of Car Registration Book

◆ Service 2: SMAT support for adding customer car into SMAT *M-FLOW* account

Coverage are including M-Flow toll fee payment management and summarize monthly report of M-Flow usage.

If you are interested in our exclusive service, please contact SMAT Sales PIC

How to use our service

step 1 Customer (person in charge for fleet management) send email to SMAT Sales PIC for intention to use SMAT M-Flow account.

step 2 SMAT Sales will prepare quotation and send to customer to sign off.

step 3 Customer submit signed off quotation with below information to SMAT;
- Car License Plate Number
- Vehicle photo 4 sides
  (with clear image of car license plate number)

Benefits for customer

- Customer no need to prepare a lot of documents for M-Flow registration.

- More convenient for toll fee management : SMAT service will cover registration, payment and cancellation process.

- Worry-Free for penalty charge and any troubles related to M-Flow system.

◆ Service 3: SMAT support for payment of M-Flow toll fee and penalty charge (for non-member)

Service fee = 1,000 THB per request (Excluded VAT)

How to use our service

step 1 Customer (person in charge for fleet management) send e-mail to SMAT Sales for intention to use our service including below information;
- Car License Plate Number

step 2 SMAT will support to pay M-Flow toll fee and penalty charge to M-Flow.

step 3 SMAT will prepare invoice to recharge customer including M-Flow toll fee, penalty charge and SMAT service fee.

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Update M-Flow Information

◆ 1 : Penalty charge for overdue payment

Delay Payment Penalty Charge Last Due Date = Usage Date + 7 days

* M-Flow user have to pay toll fee within 7 days after usage to avoid the penalty charge 10 times of toll fee.

Example Timeline

M-Flow is still not confirm the lead time for Highway Police fines

Day1 — Day2 — Day3 — Day4 — Day5 — Day6 — Day7 — Day8 → Highway Police

Usage date   Last payment due date   Highway police fines

10 times penalty charge

• Customer have to pay M-Flow toll fee within Day 8 to avoid penalty charge 10 times of toll fee.

◆ 2 : How to dispute M-Flow

• User can dispute for M-Flow toll fee and penalty charge in website "www.mflowthai.com" or application "mflowthai" by follow below steps;

🌐 Website

1. Enter the website "www.mflowthai.com"
2. Click ⟶ Toll transaction disputation

3. Select reason and input license plate number.
Then click ⟶ Verify

4. Input more information e.g. Vehicle information, Evidence&refund channel, etc.

*M-Flow will take around 9 days to review the case and feedback.
**For more questions, please contact to M-Flow call center 1586 press 1

📱 Application

1. Open the application "mflowthai"
2. Click ⟶ Toll transaction disputation

3. Input more information

◆ 3 : How to request receipt from M-Flow for member and non-member

M-Flow member

• M-Flow will not provide tax invoice
• M-Flow member can check for the receipt from website www.mflowthai.com" or application "mflowthai"

Non-member

• M-Flow will not provide tax invoice
• Non-member can request for the receipt by sending e-mail to "mflow@doh.go.th" including below information;

1. Name - Last name
2. Telephone no.
3. Address (for issue the receipt)
4. Details of M-Flow usage (Date-Time-Location)
5. License Plate No.
6. Payment amount with the picture of evidence
7. E-mail (for M-Flow to send the receipt)