

## **Motability Operations opens new Edinburgh office**

As many as 80 new jobs could be created near Edinburgh after Motability Operations confirmed the city as the location for a new national contact centre.

The business, which operates the Motability Scheme – the leading provider of vehicles for disabled people, expects to open a temporary office in January 2020 and its new permanent office by April 2020.

In addition to its head office in London, Motability Operations has an existing contact centre in Bristol. The new Scottish site is being developed to aid further expansion of the Scheme, which already provides vehicles to more than 625,000 disabled people and their families across the UK.

Motability Operations Head of Customer Service, Lisa Witherington explained:

“The opening of our new Edinburgh contact centre is great news because it means we can further improve our service to customers.

“We have taken our time to identify the location of our new site and eventually chose Edinburgh because we know we will be able to find the high-quality employees we need.

“Many major brands have call centre operations in Scotland, which means there are plenty of people with relevant talent and experience. Our call handlers are consistently praised for their professionalism by clients and our monitoring shows a continuously high level of satisfaction – we only want the best and are sure Edinburgh will deliver.”

With the Motability Scheme continuing to grow, it is expected that Motability Operations will need to extend its opening times, meaning the Edinburgh contact centre will offer some shifts outside of standard office hours and some weekend working.

“Customers are also choosing to communicate with us through online routes, so we will be recruiting candidates who are comfortable using digital channels,” added Lisa Witherington.

Motability Operations is the private company which operates the Motability Scheme under contract to Motability, a registered Charity. It leases cars and scooters to more than 625,000

customers across the UK, and has over 1,000 employees across its current London and Bristol locations. Recipients of higher mobility allowances can choose to use their weekly allowance payment to pay for the lease of a vehicle through the Motability Scheme.

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**Information for editors**

**About the Motability Scheme:**

- The Motability Scheme is the UK's leading car scheme for disabled people. It provides affordable, convenient, worry-free motoring to over 625,000 disabled customers and their families. Scooters and powered wheelchairs can also be leased through the Motability Scheme.
- The Scheme is available to anyone who receives the Higher Rate Mobility Component of the Disability Living Allowance, the Enhanced Rate of the Mobility Component of Personal Independence Payment, the War Pensioners' Mobility Supplement or the Armed Forces Independence Payment. Motability Operations Ltd arranges for the relevant lease payments to be automatically deducted from the customer's weekly higher rate mobility allowance and paid directly to us by the Department for Work and Pensions or Veterans UK.
- When leasing a Motability Scheme car, insurance for three named drivers, servicing and maintenance, full RAC breakdown assistance, tyre and windscreen replacement and 60,000 mileage allowance over three years are all included in the cost of the lease. A range of popular car adaptations are also available at no additional cost.
- When leasing a scooter or powered wheelchair, insurance, breakdown assistance, servicing, maintenance and repairs and tyre and battery replacement are all included in the cost of the lease. Pricing is standard nationwide.
- There is a wide range of 'green' vehicles with emissions of 100g of CO<sub>2</sub> per km or less available through the Scheme.
- Motability is a Registered Charity in England and Wales (number 299745) and is authorised and regulated by the Financial Conduct Authority (reference number 736309). Motability also provides grants to customers, who would otherwise be unable to afford the mobility solution they need.
- Motability Operations Ltd is an independent company that operates the Motability Scheme under contract to Motability (the Charity). Any profits are non-distributable and are reinvested for the benefit of customers. Motability Operations Ltd is authorised and regulated by the Financial Conduct Authority under reference number 735390.