



How do I submit a "*Disconnect Remote Vehicle Access*" request?

You can remove users from your vehicle and Whispers yourself using the process described below in our FAQs.

In addition, if you are a Secondary Subscriber that wishes to terminate remote vehicle access of a Primary Subscriber or other Secondary Subscribers, you can also complete the following steps. Please note that the required steps may differ based on your state of residence:

New York Residents – Steps to Submit Your Request:

1. Gather Required Documentation:

To initiate your request, you must provide the three following items:

- a. Vehicle Identification Number (VIN)
 - i. You may find your VIN on the driver's side door jamb and on the dashboard near the windshield.
- b. At least one of the following as proof of legal possession of the vehicle:
 - i. Vehicle title with your name indicated as the owner;
 - ii. Vehicle title paired with a lease agreement that includes your name;
 - iii. A court order awarding you sole possession or ownership of the vehicle;
 - iv. Proof of marriage to the owner of the vehicle at the time it was purchased or leased; or
 - v. Other proof as determined by the New York Commissioner of Motor Vehicles in conjunction with the Office for the Prevention of Domestic Violence.
- c. A written attestation confirming that you are a victim of domestic violence, as defined under New York Social Services Law 459-a using the Victim of Domestic Violence Attestation located at the end of this document.



2. Submit Your Request:

Once you have the required documentation, please send an email with copies of your documentation and the completed Victim of Domestic Violence Attestation form to customercare@rolls-royceassist.com and specify the name of the user for which you wish to terminate Remote Services access.

Louisiana Residents – Steps to Submit Your Request:

1. Gather Required Documentation:

To initiate your request, you must provide the following items:

- a. Vehicle Identification Number (VIN)
 - i. You may find your VIN on the driver's side door jamb and on the dashboard near the windshield.
- b. A certified copy of a protective order as provided by R.S. 46:2136 against the abuser that has been signed by a judge, hearing officer, or commissioner, a temporary re-straining order as provided by R.S. 46:2135 against the abuser that has been signed by a judge, hearing officer, or commissioner, or any other official document that evidences that abuser has committed domestic abuse, sexual assault, or stalking.
- c. Proof that the survivor has ownership interest in the motor vehicle or a certified copy of a judgment that provides exclusive use of the motor vehicle regardless of ownership.

2. Submit Your Request:

Once you have the required documentation, please send an email with copies of your documentation to customercare@rolls-royceassist.com and specify the name of the user for which you wish to terminate Remote Services access.



All Other Individuals (including California Residents) – Steps to Submit Your Request:

1. Gather Required Documentation:

To initiate your request, you must provide the following:

- a. Vehicle Identification Number (VIN)
 - i. You may find your VIN on the door jamb on the driver's side door jamb and on the dashboard near the windshield.
- b. At least one of the following as proof of legal possession of the vehicle:
 - i. Vehicle title with your name indicated as the owner; or
 - ii. Dissolution decree, temporary court order, or domestic violence restraining order that awards possession or exclusive use of the vehicle to you.

2. Submit Your Request:

Once you have the required documentation, please send an email with copies of your documentation to customercare@rolls-royceassist.com and specify the name of the user for which you wish to terminate Remote Services access.

What Happens After Submission:

Upon receiving your request and the necessary documentation, we will take one of the two following actions:

1. Terminate access to the vehicle's Remote Services within 2 business days if we have received a completed request that meets the requirements.
 - a. Once approved, we will send you an email with a confirmation that remote access to the vehicle has been terminated. Please be mindful of who else may have access to your email. Additionally, we may contact you, or your designated representative,



directly to confirm that your request has been completed and the individual's access has been terminated.

2. Send you an email or other communication requesting additional information or proof of legal possession of the vehicle.

Removal of Secondary Subscribers (Users) if you are a Primary Subscriber (User) on Whispers:

Primary Subscribers/Users can remove Secondary Subscribers/Users or themselves from remote vehicle access via the Primary Subscriber/User account. If you are a Primary Subscriber/User and wish to remove yourself or Secondary Subscribers/Users, you may do so using Whispers. In Whispers, please follow these steps:

- Within the Vehicle screen, tap the three dots menu in the upper right of the screen
- Select "MANAGE ROLLS-ROYCE ID". You will be presented with an overview of the current Primary and Secondary Users of your Rolls-Royce motor car
- Click on the Secondary User you wish to remove, then click Remove Secondary User on the ensuing pop-up window, and, finally, Remove

You can establish a new Rolls-Royce ID as the Primary Subscriber/User:

Once the requested access has been terminated, you can establish a new Rolls-Royce ID as the Primary Subscriber by following the instructions below. You will need to use an email address that is different than any you have previously used.

1. You can set up a new account via several methods.
 - a. In Whispers: Select "Register" on the login page.
 - b. In the Rolls-Royce Connected portal: Go to www.rolls-roycemotorcars-connected.com and select "Register".



2. **Complete Activation of your Rolls-Royce ID:** Upon completing initial registration, you will receive an email to complete activation of your Rolls-Royce ID. Select “Activate your Rolls-Royce ID”
3. **Follow remaining steps for registration approval:** Once your Rolls-Royce ID is activated, you will receive instructions on how to register for Whispers. Follow the instructions to complete registration and add your Rolls-Royce motor car to Whispers using your new Rolls-Royce ID.

For further assistance or questions regarding this Disconnect Remote Vehicle Access request process:

You may contact Rolls-Royce Assist customer care at 1-800-803-4658 or send an email to customercare@rolls-royceassist.com.

WRITTEN ATTESTATION

I hereby attest that I am a victim of domestic violence under New York law (N.Y. Soc. Serv. Law § 459-a), which is defined as follows:

“Victim of domestic violence” means any person over the age of sixteen, any married person or any parent accompanied by his or her minor child or children in situations in which such person or such person’s child is a victim of an act which would constitute a violation of the penal law, including, but not limited to acts constituting disorderly conduct, harassment, aggravated harassment, sexual misconduct, forcible touching, sexual abuse, stalking, criminal mischief, menacing, reckless endangerment, kidnapping, assault, attempted assault, attempted murder, criminal obstruction of breathing or blood circulation, strangulation, identity theft, grand larceny or coercion; and (i) such act or acts have resulted in actual physical or emotional injury or have created a substantial risk of physical or emotional harm to such person or such person’s child; and (ii) such act or acts are or are alleged to have been committed by a family or household member.

I affirm, under the penalty of perjury that the foregoing is true.

Print Name:_____

Signature:_____

Date:_____