



# Driver's Guide

**Welcome to your novated lease with FleetPartners.**

Keep this guide handy to help with any questions you may have about your novated lease.



1300 88 22 66

[www.fleetpartners.com.au](http://www.fleetpartners.com.au)

## We're committed to helping you get the most from your novated lease.

Take a few moments to read through this guide to learn about some of the key aspects of driving a novated lease vehicle.

### Roadside and accident assistance

If anyone appears to be injured call 000 immediately, otherwise you can contact OneCall on 1800 333 100, 24 hours, seven days a week for help.

### Servicing your vehicle

OneCall to 1800 333 100 is all it takes to arrange your vehicle service.

Our experienced team of specialists will make your booking and approve any work required. Our network has over 5,000 partners, so there is bound to be a service centre near you.

### Registration & compulsory third party insurance (CTP) renewal

If your novated lease includes registration & CTP renewal, we will organise this for you. We will make all necessary payments on your behalf, from your running cost budget.

### Fuel cards

Where your lease includes a fuel card, we will send them to you shortly after we deliver your vehicle.

If a fuel card is lost or stolen, call us immediately on 1300 88 22 66 to cancel the old fuel card(s) and order a replacement.

So we can provide you with the best possible customer service, provide your odometer reading to the service attendant every time you fill up.

**Need roadside help now?  
Call 1800 333 100.**



## Frequently asked questions

Below are common questions you may have over the life of your lease. You can find more FAQ's at [fleetpartners.com.au](http://fleetpartners.com.au)

### How do I amend my budgets if my travel patterns change during the lease term?

You can make changes to your budgets at any time. Simply call our customer service team on 1300 88 22 66 (option 3).

### How can I see how my budgets are tracking?

We provide regular statements, showing your budget vs. actual spend, sent to your nominated email address.

### What do I do if I receive a registration renewal notice?

Send an email to our customer service team at [registrations@fleetpartners.com.au](mailto:registrations@fleetpartners.com.au) stating you received a registration renewal notice, and attach the renewal notice.

### How does my comprehensive insurance work?

Holding comprehensive motor vehicle insurance is compulsory under the terms and conditions of your novated lease. FleetPartners can arrange comprehensive motor vehicle insurance under our Allianz policy, or you can choose to arrange your own comprehensive motor vehicle insurance with a provider of your choice.

### When will my payroll deductions start?

When we deliver your vehicle, we also notify your payroll team to start deductions. Because your employer manages the deductions, your payroll team will be able to confirm when your deductions are due to start.

### What if I pay for something out of pocket?

You can claim a refund for fuel, maintenance, insurance and registration. To make an application visit [fleetpartners.com.au](http://fleetpartners.com.au) and complete a reimbursement form. Once submitted it will take around ten business days to process.

### What happens at the end of the lease term?

We will contact you well before the end of your lease term to discuss what options may be available to you.

For more frequently asked questions visit [www.fleetpartners.com.au](http://www.fleetpartners.com.au)



## Our Offices

### Melbourne

Level 3,  
40 River Boulevard,  
Richmond,  
VIC 3121

### Sydney

Level 6,  
601 Pacific Highway,  
St Leonards,  
NSW 2065

### Brisbane

Unit 4,  
20 Rivergate Place,  
Murarie,  
QLD 4172

### Perth

Unit 2,  
22 Competition Way,  
Wangara,  
WA 6065



☎ 1300 88 22 66

💻 [www.fleetpartners.com.au](http://www.fleetpartners.com.au)

## Important numbers

**Customer service – 1300 88 22 66 (option 3) or [novated@fleetpartners.com.au](mailto:novated@fleetpartners.com.au)**

Contact our customer service team for all general, registration, fuel card or lease enquiries.

**OneCall – 1800 333 100**

For service, repairs & maintenance bookings: 1800 333 100 (option 2)

For accident and roadside assistance: 1800 333 100 (option 1)

**Print, fold and keep this guide handy for future use!**

\*Information is current as at 07/07/2017 and is subject to change. Fleet Partners Pty Ltd ABN 63 006 706 832.