

Driver's Guide

Welcome to your new vehicle with FleetPartners.

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



1300 666 001
www.fleetpartners.com.au

We're committed to delivering all the help you need to get the most from your FleetPartners vehicle.

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

Roadside assist

Breaking down is unpredictable and tends to happen when you least expect it. Here are some important things to do:

1. Stop your vehicle as far left as possible with wheels turned to the left
2. Turn your hazard lights on
3. Stay in your vehicle until it's safe to get out on the left hand side

Accident management

If you are involved in an accident - regardless of fault - here are some important things to do:

1. Turn your engine off and hazard lights on
2. If people are injured, call 000 immediately
3. Do not admit liability
4. Obtain all relevant details from the other parties (use the checklist provided)
5. If the owner of any damaged property isn't present, call the police

Servicing your vehicle

Just OneCall to 1800 333 100 is all it takes to get your vehicle booked in.

We have an approved network for the servicing, maintenance and repair of your vehicle.


Simply call OneCall for:

- » Scheduled vehicle servicing
- » Mechanical repairs and maintenance
- » Tyre replacement
- » Windscreen repair or replacement

Our experienced team of specialists will take your booking and approve the work required. Our network has over 5,000 partners, so there is bound to be one near you.

Registration & CTP renewal

If your services include registration & CTP renewal, we will organise this for you. We will make all necessary payments on your behalf and ensure your vehicle is covered at all times.



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

Fuel cards

Where your services include fuel cards, we will send them to you shortly after your vehicle is delivered.

If your card is lost or stolen, call us immediately on 1300 666 001 to cancel the old card(s) and get replacements to you.

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

Traffic infringements

Please pay traffic infringements and parking tickets promptly. We will forward any notices we receive to your company for payment. Failure to pay fines will result in additional costs.

Fair wear and tear

For a copy of our fair wear and tear guide please visit www.fleetpartners.com.au



Our Offices

Melbourne

Level 3,
40 River Boulevard,
Richmond,
VIC 3121

Brisbane

Unit 4,
20 Rivergate Place,
Murarrie,
QLD 4172

Sydney

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

Perth

Unit 2,
22 Competition Way,
Wangara,
WA 6065



 www.fleetpartners.com.au

Important numbers

Accident – 1800 333 100

If anyone appears to be injured, dial 000 immediately. For assistance call the number above and use the accident checklist.

Breakdown – 1800 333 100

Call OneCall 24 hours a day, seven days a week for assistance. Try to move your vehicle to a safe area and turn your hazard lights on.

Servicing – 1800 333 100

OneCall to 1800 333 100 is all it takes to arrange your vehicle service. We have an approved network for all your servicing, maintenance and repair needs.

Registration – 1300 666 001

If your vehicle comes with registration renewal services, we will organise your renewal for you.

Fuel cards – 1300 666 001

If your card is lost or stolen, call us or email your name and registration to our customer service team.

E customercare@fleetpartners.com.au

Details of "Accident"

If you have an accident, please fill out this form at the scene. It can also be helpful to take photographs with your mobile phone. **DO NOT ADMIT LIABILITY**

Date:	Time:	<input type="checkbox"/> Day (light) <input type="checkbox"/> Night (dark)
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Place of accident:

Other Vehicle

Name of other driver:

Address:

Phone No:

Driver's Licence No:

Registration No:

Insured by:

Witness 1

Witness 1 name:

Address:

Phone No:

Witness 2

Witness 2 name:

Address:

Phone No:

Damage to property

Damage: Car Premises Fixtures (e.g. Fence, Lamp Post etc.)

Other (please explain):

Driver notes on accident

Include estimated speed of vehicles, traffic, manoeuvre being undertaken, signalling or lack of etc.



Do not admit liability

Indicate below the exact position of the vehicles involved. Show skid marks and measurements if possible, indicate your vehicle as number 1 (other vehicles as 2, 3, 4 etc.).

