



A guide to your novated lease vehicle

fleetpartners.com.au



Congratulations!

You've chosen one of the most cost effective and convenient ways to get and run a car!

Keep this driver guide in your car, so it's handy when you need it.

We've got you, 24/7.

Our national roadside assistance is available 24/7, because we know that cars don't just break down during office hours!

Simply call us on **1800 333 100** (select **option 1**) for:

- › a flat tyre.
- › a flat battery (jump start, battery test completed).
- › a replacement battery (the battery will be charged to your running costs budget).
- › a lockout (locksmith services will be charged to your running costs budget).
- › fuel – if you run out, we'll organise enough fuel to get to the nearest petrol station or, organise a tow if fuel isn't available.
- › a mechanical breakdown.
- › a tow – if your car needs towing, we'll organise free city or country towing up to 50km (excess kilometres will be charged to your running costs budget).

Registration

If you receive a registration renewal notice, simply scan or photograph the document.

Email it to: registrations@fleetpartners.com.au

FleetPartners will renew your registration on your behalf, paying the registration fees from your novated lease running costs budget, so you won't be out-of-pocket.

We'll send you an SMS when it's done (if you don't receive an SMS by the due date, please contact us immediately).

Windscreen, tyres and other vehicle maintenance

'One Call' is our free concierge service to help you when you need it most.

Simply call **1800 333 100** if you need to:

- book a service
- replace tyres
- fix or replace a windscreen

Access our pre-negotiated, competitive rates with no out-of-pocket expenses when you book through 'One Call' and use our preferred partners, mycar and O'Brien.

If you'd prefer to you use your own repairer, that's fine too. Be sure to tell your repairer that your car is managed by FleetPartners – they'll need contact us on your behalf on **1800 333 100**. Our maintenance controllers will double check the job to make sure you're not paying too much or, paying for things you don't need.

Your questions...answered!

Driving patterns changed?

Your running costs budgets are based on your driving patterns. So, if your patterns change, simply call us on **1800 333 100 (option 3)** and we can make changes throughout the life of your lease.

Budget tracking?

Log in to your online account on fleetpartners.com.au to keep track of your novated lease, including your budgets vs spend.

Out-of-pocket expenses?

If you've paid for fuel, maintenance, insurance or rego and need to make a claim, simply log in to your account on fleetpartners.com.au and complete a reimbursement form.

Replacement or lost fuel cards?

If you need a replacement fuel card, or if it has been lost or stolen, call us on **1800 333 100**.

Need vehicle services?

Visit fleetpartners.com.au/service-locator to find your nearest petrol station, charging station, repairer, maintenance outlet, windscreen repairer or tyre centre.

Got more questions? Visit fleetpartners.com.au or call us on **1800 333 100**.

Had a bingle?

The easiest way to document an accident for insurance purposes is to take photos on your mobile phone. Be sure to capture:

- › an up-close photo at the point of the collision.
- › a photo of the vehicles involved.
- › a wider view showing the full accident scene.
- › photos of any other damaged property.
- › a street sign or other landmark nearby, to confirm the accident location.
- › a photo of the number plate of any other vehicle involved.
- › a photo of the driver licence, if other drivers are involved.



Call 000 if:

- › if any party involved fails to stop or exchange information.
- › anyone is injured.
- › any of the parties involved appear affected by drugs, alcohol or are behaving aggressively.
- › public property (e.g. telegraph pole) is damaged.
- › if a bus or truck is involved and needs to be towed.

Otherwise, follow these steps:

1. ensure your safety and the safety of others at the accident scene.
2. take photos of the accident scene, before vehicles are moved.
3. move vehicles to a safe location and to minimise traffic congestion.
4. exchange details with the other parties involved in the accident. Use the form in this guide to collect the required information.
5. contact FleetPartners accident management on **1800 333 100** to report the accident. We'll organise to have your vehicle towed (if required) and submit your insurance claim.

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.

Date:

Time:

Day (light) Night (dark)

Place of accident:

Condition of road: Wet Clear Dry Overcast Raining

Other vehicle

Name of other driver:

Address:

Phone No:

Driver's licence No:

Registration No:

Insured by:

Witnesses

Witness 1 name:

Witness 2 name:

Address:

Address:

Phone No:

Phone No:

Damage to property

Damage: Car Premises Fixtures (e.g... fence, lamp post etc.)

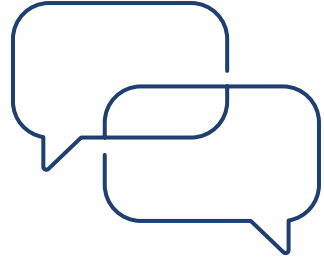
Other (please explain):

Any other notes

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

Permission to brag

You've got a fantastic new car and are saving heaps in tax...that's two great reasons to brag to your friends. Plus, bragging could now earn both you and your friend an eftpos card to spend (virtually) anywhere in Australia!



Simply...



Brag to your work friends about your car and how FleetPartners is helping you save money.



Your friend gets a car via a FleetPartners novated lease and mentions your name and employer.



You'll both get an eftpos card!*

* Correct at time of publishing. Terms and conditions apply. See FleetPartners.com.au/refer-a-friend for terms and conditions. FleetPartners may vary, extend or withdraw this offer for any reason. FleetPartners Pty Ltd ABN 63 006 706 832.