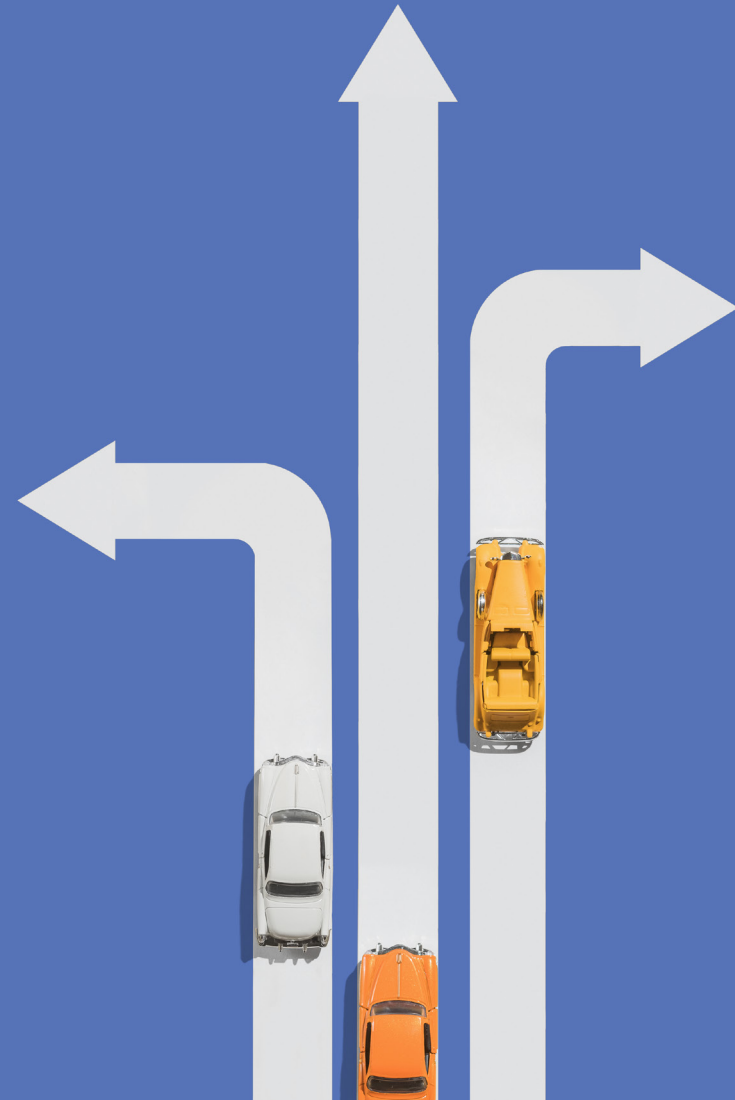




customfleet.com.au
1800 812 681

NOVATED LEASING DRIVER GUIDE

Where to turn to,
to keep moving.
Simply smart.



Welcome to Custom Fleet & thank you for choosing us!

Support Solutions

As one of Australia's leading fleet management providers, we understand what it means to drive the car you love – and our Novated Lease makes leasing and running a car so much simpler.

Everything is bundled into one easy payment, part of which is taken from your pre-tax salary.

No surprises. And we're here to help whenever you need us – if you have an accident, need to organise a repair or want to adjust your budgeted kilometres.

You'll find all the information you need in this Driver Information Guide.

We're here for you 24/7. Give us a shout out when you need to.



24 hours Driver Support Accidents and Roadside Assistance

24/7 Driver Support line: **1300 139 555**
(Select option 2)

Fleet Card & Fuel enquiries

Call: **1800 811 922**

Our Merchant Locator

Find your nearest repair centre or fuel outlet, download our Drive App or go to customfleet.com.au/driver-support

Questions about your Novated Lease

1800 811 922 or
novatedenquiries@customfleet.com.au

Tyres

Beaurepairs: **13 23 81**
Bridgestone: **13 12 29**
mycar: **1800 098 729**

Batteries

Marshall Batteries: **13 61 30**

Windscreen

O'Brien's Glass: **13 16 16**
Instant Windscreens: **1300 136 303**

Welcome to the family. How we help keep you on the move.



You're Ready!

Now that your lease is activated, you'll soon receive a few bits from us in the post:

1. A hard copy version of your driver pack. In here, you'll find handy information about your lease, as well as a sticker for your windscreen to ensure service agents know it's a Custom Fleet vehicle.
2. Your fuel card, which you can use to pay for fuel at over 6,000 outlets across Australia.

But first, we App!

Step one, we recommend you download the Custom Fleet Drive App. The Drive App is the easiest way to access key contacts and important information about your vehicle. You can use this to keep track of your budget, report a lost, stolen or damaged fuel card and easily find your nearest repair centre or fuel outlet.



We have you covered for everything big or small.



"Access specially negotiated discounts by taking your car to the nearest preferred supplier"

Service, Maintenance and Tyres!

To ensure you're driving a safe and well-maintained vehicle, all standard scheduled servicing costs, based on the manufacturer's nominated service intervals, have been budgeted in your monthly lease payments. This means, you won't have to pay for a service when you pick up your car.

To find your nearest preferred service agent, use the Drive App, or visit our Merchant Locator at:

customfleet.com.au/driver-support

The service agent must obtain authorisation from Custom Fleet before commencing any work on your vehicle so we can make sure it's carried out to the correct standard so as not to compromise your warranty.

Accident Management

If you are involved in an accident, please report it immediately to Custom Fleet by calling **1300 139 555** (Option 1).

One of our experienced Claims Officers can help contact emergency services (ambulance, police, fire brigade), pass on urgent messages, organise towing, reserve a rental car at preferred rates, organise and assess repairs, liaise with insurance companies on your behalf and ensure costs are contained. They are here to help 24/7, to help you stay calm and safe.

Benefit from our supplier discounts! (con't)

Fuel Card

Your fuel card should arrive in the post within 2 weeks of activating your lease and can be used to pay for fuel at over 6,000 fuel outlets across Australia. For fuel expenses incurred prior to fuel card delivery, please lodge a reimbursement through the Drive App or call the service team on **1800 811 922**.

When purchasing fuel, remember to tell the attendant your current odometer reading, to ensure we can accurately track your kilometres against your budget.

Registration

Generally, the first year of registration is included in your car's purchase price, and subsequent renewals are included in your monthly lease payment. Throughout the term of the lease, we will arrange payment of the renewal fees for you. If a vehicle inspection is required, we will let you know. It is your responsibility to have the vehicle inspected, and to forward the inspection papers to Custom Fleet in time to allow for re-registration.

Insurance

It is your responsibility to keep your vehicle comprehensively insured at all times. If you have chosen Custom Fleet to arrange your insurance, your policy will be automatically renewed throughout the lease. For details on the policy, please refer to the Product Disclosure Statement forwarded with your Lease Documentation. If you have chosen to use your own insurance provider, please pay the insurer directly and then call us on **1800 811 922** to arrange a reimbursement. Before your vehicle is delivered, you will also need to provide us with a Certificate of Currency with Custom Service Leasing Pty Ltd listed as the financier.

You're in control of your car expenses and mileage 24/7



Roadside Assistance

Most vehicles are covered by the manufacturer's Roadside Assistance Programs for a limited period of time. Once this period has expired, your car is covered under a roadside assistance program provided by Custom Fleet. If you experience any problems on the road, simply call the 24/7 Driver Support line on **1300 139 555**.

Tolls & Fines

As the costs associated with tolls and fines cannot be allocated against a Novated Lease, we have not included this service within your lease payments. That means you are responsible for managing toll payments and tags. If we receive a fine relating to your vehicle, this will be passed onto you for payment.

Adjusting Kilometres

If your circumstances change at work or home and you need to adjust your estimated annual kilometres, we can modify your lease during the term. Please contact the Novated Lease Customer Contract Centre on **1800 811 922**, and they will be able to help you through this process. It's important to monitor your lease through the Drive App because if you go under or over your lease kilometre limit this may impact your budget.



Custom Fleet

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