



FINANCIAL SERVICES GUIDE

Custom Service Leasing Pty Ltd ACN 073 245 084 as authorised representative of:

EFN (Australia) Pty Limited

Australian Financial Services Licence No.: 492075

ACN: 607 344 650

of

Level 11, 83 Clarence Street,
Sydney NSW 2000

Phone: 1800 811 922

www.customfleet.com.au

THIS FINANCIAL SERVICES GUIDE IS DATED 27/06/2023



The purpose of this guide

This Financial Services Guide (**FSG**) has been prepared to explain our claims handling and settling services, our relationships with others relating to these services, how we are remunerated and how to make a complaint. This FSG is designed to assist you in deciding whether to use the claim handling and settling services we offer.

From when does this FGS apply? This FSG applies from 27/06/2023. If any important information in this FSG changes we will provide you with an updated FSG or a Supplementary FSG.

Who are we and what is our address? Custom Service Leasing Pty Ltd ACN 073 245 084 (**Custom Fleet**)
Level 11, 83 Clarence Street
Sydney NSW 2000

Which entity is licensed to provide financial services, who is the authorised representative and what are we authorised to do? EFN (Australia) Pty Ltd (ACN 607 344 650) (**EFN**) is the holder of Australian Financial Services Licence 492075 granted on 1 May 2017. EFN is the ultimate Australian holding company of:

- Element Financial (Australia) Pty Limited;
- Element Fleet Services Australia Pty Ltd;
- Custom Fleet Pty Ltd; and
- Custom Service Leasing Pty Ltd.

Custom Service Leasing Pty Ltd (ACN 073 245 084) is an authorised representative of EFN, (Authorised Representative no.: 001294410). EFN has authorised Custom Fleet to provide the Accident Management Services (detailed below) and distribute this FSG.

Which services do we offer? Custom Fleet's in-house Accident Management Team offers the following claims handling and settling services:

- a) assisting you to make a claim; and
- b) representing you in pursuing a claim,

under your motor vehicle insurance policy (the 'Accident Management Services').

Custom Fleet is not a financial advisor and does not provide any product advice in relation to your motor vehicle insurance.

How are we remunerated? Custom Fleet has exclusive arrangements with certain rental vehicle suppliers and smash repairers under which we may receive commissions or rebates from them for services arranged by us as follows:

- Smash repairers: 5% - 10% of the cost of the repairs.
- Rental vehicle suppliers: 10% - 40% rebate of the total hire cost.

You may ask us for further details about our remuneration or other benefits we receive in relation to the Accident Management Services provided your request is made within a reasonable time of receiving this FSG and before we provide any claims handling and settling services.



What fees may you incur? Custom Fleet will charge you a \$5.00 monthly management fee against the lease of your vehicle for the Accident Management Services. This fee applies whether or not you use the Accident Management Services.

What is our Privacy Policy? Custom Fleet entities take our obligations to protect personal information seriously. We are bound by the *Australian Privacy Act 1988* (Cth), including the *Australian Privacy Principles*. We collect personal information (including credit-related information) as part of our claims handling and settling service and, where applicable, to assess creditworthiness. We will only ever request information reasonably required for the assessment of a claim, or as otherwise permitted under the *Privacy Act*. If we do not receive information that has been requested, we may not be able to process your claim. Please refer to our Privacy & Credit Reporting Policy located on our website at www.customfleet.com.au for further information relating to how we collect, handle and disclose personal information, including any offshore disclosures. Our Privacy Policy contains information about how you may contact us or make a complaint about our handling of your personal information, how we will deal with a complaint and how to access or correct your personal information.

How to submit a complaint or dispute? If you have a complaint or dispute concerning our claims handling and settling services, please tell us. A complaint can be made by speaking with our customer service team on **1800 811 922** or by contacting us at customerfeedback@customfleet.com.au.

If you are unsatisfied with our resolution of your complaint, you may contact the Australian Financial Complaints Authority, a free, impartial and independent dispute resolution scheme for financial services.

Australian Financial Complaints Authority
GPO Box 3
Melbourne, Victoria 3001
Phone: 1800 931 678
www.afca.org.au

Please refer to the [customer feedback](#) page on our website for further information on our complaints handling process.

What are our compensation arrangements should any losses occur when providing our service? Custom Fleet holds professional indemnity insurance in respect of the financial services (including the Accident Management Services) provided by Custom Fleet and its employees. This insurance satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth).



How can we be contacted about a lodged claim? If you would like to discuss a lodged claim, please contact us on 1300 139 555 or at **ams@customfleet.com.au**.

Any questions? If you have any questions about our claims handling and settling service, please contact us on **1800 811 922**.
