

Driver Guide

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Privacy

Privacy Statement

At Lease Plan Australia Limited ("LeasePlan") we are committed to providing the best possible leasing and fleet management services for our customers. From time to time we require personal information in order to provide our services and we will only collect personal information about you that is necessary in the conduct of our fleet management operations and activities.

We will tell you at the time we collect personal information the purposes for which we intend to use this information. Collection of your personal information is essential for us to maintain and service your relationship with us. Without this information we may be unable to deal with you or provide you with our products and services.

For further details of our Privacy Policy, we encourage you to visit our website www.leaseplan.com.au

Help Us to Maintain Accurate Information

We endeavour to keep all of the personal information we hold about you to be accurate, complete and up-to-date. If your information is inaccurate, incomplete or out-of-date, please contact our Customer Service Centre on 132 572 or email us at cservice@leaseplan.com.au and we will make the necessary corrections.

Welcome to LeasePlan

Dear Driver

The vehicle you are now driving is managed by LeasePlan. This guide is designed to provide the basic information you will need while operating the vehicle.

If you have any queries, our Customer Contact Centre can be contacted any time Monday to Friday, 8.00am to 5.30pm on 132 572 or cservice@leaseplan.com.au

Our Maintenance Controllers operate 24 hours every day and can be contacted on 1300 130 572 for cars and 1800 657 941 for trucks and equipment.

For additional information regarding LeasePlan's complete range of products and services please visit our website at www.leaseplan.com.au

Our website explains how LeasePlan manages your vehicle, gives you access to our wide range of quality used vehicles, details how to book a vehicle for service, what to do in the event of an accident and other useful information regarding your vehicle.



Registration/ Infringement notice



Where LeasePlan administers a vehicle's registration renewal, replacement labels will be sent to you or your company, depending on your company's policy.

Where LeasePlan administers the vehicle's registration renewal and you receive the renewal notice direct from the relevant authority, please forward it to LeasePlan, PO Box 6773, St Kilda Road Central, Melbourne, VIC 8008 for payment.

It is your responsibility to affix the label upon receipt. If a renewed label has not arrived by the expiry date of the current label, please contact your LeasePlan Customer Contact Centre immediately on 132 572 or cservice@leaseplan.com.au.

It is the responsibility of the vehicle custodian to pay for all traffic and parking infringements. In the event that this vehicle incurs an infringement notice, the notice may be received by LeasePlan who will in turn contact you or your organisation to ascertain the name of the custodian of the vehicle at the time. A statutory declaration will then be prepared and the notice will be redirected to the custodian for payment. No statutory declaration is required for Western Australian drivers.

Please make a note in your diary whenever you loan somebody your vehicle.

e-TAG — In the event that an e-TAG is lost or stolen, please report this to your LeasePlan Customer Contact Centre immediately on 132 572 or cservice@leaseplan.com.au. If it is not reported immediately, you are liable for any costs until the lost or stolen e-TAG is reported.

Maintenance & Repairs



Service intervals are as per the owner's manual provided with the vehicle.

Whilst the vehicle is covered by the manufacturer's warranty, service and repairs should only be carried out by a franchised dealer. After the warranty has expired, service and repairs can be carried out by either a franchised dealer or an approved LeasePlan service agent. Information on the location of your nearest approved agent is available on www.leaseplan.com.au, 'Supplier Finder', or telephone 1300 130 572.

The driver or custodian is responsible for arranging maintenance and repairs as required.

It is essential that you identify the vehicle as a LeasePlan managed vehicle whenever booking the vehicle in for any repair or maintenance.

Please ensure the repairer contacts LeasePlan by phoning 1300 130 572 for cars and 1800 657 941 for trucks and equipment prior to commencing any work.

Should you require roadside assistance, either contact the manufacturer's number or Assist Australia on 1800 257 526 (see section on Roadside Assistance) if membership has been provided, or contact LeasePlan.

Should a replacement car ever be required, LeasePlan can arrange one. Any arrangement should only be made after consultation with your company's fleet administrator.

Replacement Tyres



Please contact one of the following suppliers for the nearest location for replacement tyres, puncture repairs or problems such as uneven wear, wheel alignment, etc. Where tyre replacement is included in our service, the replacement tyre dimensions will be those specified by the manufacturer, unless prior authorisation has been arranged through your company.

Ensure that you tell the repairer to phone LeasePlan for authority prior to commencing any work.

Beaurepairs	132 381
Bob Jane	132 625
Bridgestone	131 229
Goodyear	132 343
Michelin	131 310

Please check your tyre pressure regularly and maintain the recommended pressure.

Windscreens/ Batteries/Fuel



Windscreens

In the event that your windscreen is damaged, 24 hour roadside assistance is available from either:

Instant Windscreens	132 444
Windscreens O'Brien	1300 369 522

Ensure that you tell the repairer to phone LeasePlan for authority prior to commencing any work.

Batteries

In the event that you need the battery replaced, 24 hour roadside assistance is available from either:

Battery World	131 760
Marshall Batteries	136 130

Ensure that you tell the repairer to phone LeasePlan for authority prior to commencing any work.

Fuel

Your fuel card is to be used for the purchase of fuel and top up motor oils for your vehicle. The card cannot be used for fuel fills for other vehicles or to purchase any other items.

Always provide an accurate odometer reading to the service station operator for every fuel fill. This will assist us to better manage the vehicle and FBT reporting.

Allow 5 days for delivery of fuel cards.

Please call 132 572 or email cservice@leaseplan.com.au if you should have any difficulties with your fuel card.

It is imperative that you keep your fuel card safe. In the event that a card is lost or stolen, please report this to your LeasePlan Customer Contact Centre immediately on 132 572 or email cservice@leaseplan.com.au. If it is not reported immediately, **you are liable for any costs unless the lost or stolen card is reported.**

Please ensure that ALL fuel cards are destroyed at the completion of the lease/managed period. Please do NOT leave the cards with the vehicle on its return.

Roadside Assistance

Should you require 24 hour roadside assistance please contact the following, as appropriate:

Make	Model	Phone	Roadside Assistance (Years)
Alfa Romeo	All Models	1800 025 331	3
Audi	All Models	1800 818 833	3
BMW	All Models	1800 808 111	2
Chrysler Jeep	All Models	1800 814 440	3
Daewoo (Freecare)	All Models	1800 645 670	3
Eunos	800 V6 Miller	1800 677 713	3
Ford	All Models	1800 133 673	3
Holden	All Models	1800 817 100	3
Honda	NSX Model only	1800 810 852	3
HSV	All Models	1800 817 100	3
Jaguar/Daimler	All Models	1800 808 180	3
MGF	All Models	1800 676 837	2
Land Rover	All Models	1800 819 181	2
Lexus	All Models	1800 023 009	3
Mercedes Benz	All Models	1800 807 700	4
Nissan	All Models	1800 035 035	3
Peugeot	All Models	1800 643 998	2
Porsche	All Models	1800 659 911	2
Range Rover	All Models	1800 819 181	2
Saab	All Models	1800 809 395	3
Volkswagon	All Models	1800 637 181	3
Volvo	All Models	1800 186 586	2

Please ensure you call the manufacturer's program first if applicable, then if required call Assist Australia on 1800 257 526.

Accident



In the event of an accident render any assistance necessary to injured persons.

Do not admit liability or make any offer or promise of payment.

Note down the following information:

Other vehicle details:

- Vehicle type and registration number
- Name of insurance company
- Damage to the other vehicle
- Names and addresses of all witnesses
- Driver's name and address
- Sight driver's licence and note number

Accident site details:

- Date, time and location of accident
- If attended by Police Officer, obtain name, number and station of the officer
- If at an intersection, note controlling signs at the intersection (traffic lights, stop signs, give way signs, etc)
- Road and weather conditions

Reporting to Police:

Where serious damage or personal injury has occurred, Police should be advised immediately.

Towing of vehicle:

If the vehicle is not driveable, please contact the National Claims Centre on **1800 646 422** and you will be advised which repairer to have the vehicle towed to. Please ensure towing is in line with the vehicle manufacturer's recommendation.

Contact LeasePlan:

If Accident Administration **is included** as a service, contact our National Claims Centre on **1800 646 422** as soon as possible. You will then be advised of the procedure for making an insurance claim and having the vehicle repaired.

In all other cases, please refer to your company's insurance administrator.

An insurance form has been sent to your email address or can be accessed in the Driver Section on www.leaseplan.com.au or click here.

Emergency Claims



For an **emergency claim** please contact LeasePlan's **Customer Contact Centre** on **132 572** for advice on the validity of your claim, the process involved with making the claim and providing you with an appropriate claim form.

Emergency claim forms may only be used to claim reimbursement of cost claimed in **emergency situations**, for instance:

- Urgent minor mechanical repairs such as the vehicle is unable to start and you are unable to call 1300 130 572
- Where your fuel card has malfunctioned, is lost or you are waiting for a replacement card

If included in your LeasePlan contract, an **Insurance Reimbursement** form can be provided and may be used to claim back the cost of Comprehensive Motor Vehicle Insurance.

All claims must ensure GST compliance and be supported by a valid tax invoice from the supplier. A valid tax invoice must feature the following:

- The Australian Business Number (ABN) of the product or service provider
- The price
- The words "Tax Invoice" prominently displayed
- The invoice date
- The trading name of the supplier of the product or service
- A brief description of everything supplied including the quantity or volume
- A statement "the total price includes GST" OR display the price EXCLUDING GST and show the GST amount separately
- If the invoice includes GST-free items, these must be clearly identified, as must the GST on any taxable items on such an invoice

Please fill out the appropriate claim form in detail (including your bank account details for direct deposit), attach the relevant original tax invoice/receipt and then forward to LeasePlan, PO Box 6773, St Kilda Road, Central Melbourne, VIC 8008. Payment will be made by direct deposit only within 30 days of receiving the claim.

The cash claim form can be accessed in the Driver Section on www.leaseplan.com.au.

Unfair Wear & Tear



When **assessing** your vehicle at the end of its lease term, LeasePlan will take into account that there will have been some deterioration in the vehicle's overall condition. **Unfair Wear & Tear** is any deterioration judged as unreasonable and therefore may be subject to a refurbishment charge.

Examples of what are and are not acceptable conditions can be accessed in the Driver Section on www.leaseplan.com.au or [click here](#).

Driver Survey

At LeasePlan we are always striving to improve our customer service. To help us achieve this goal, we would appreciate your feedback.

Our driver survey can be accessed in the Driver Section on www.leaseplan.com.au or [click here](#).

Other Provisions



Other Provisions

“Other Provisions” is a facility whereby LeasePlan can establish a budget for each vehicle to cover items that normally would be billed as pass-on costs such as:

- Insurance excesses
- Mud flaps, side mirrors, minor damage, etc.
- Car detailing
- Replacement windscreens

The provision appears as a separate charge on the pre-calculation and is reflected in vehicle reports.

The benefit is that all items can be covered by the monthly invoiced amount. This removes the need for pass-on costs to be invoiced each month and reduces administration for the customer, the driver and LeasePlan.

“Other Provisions” are usually of most interest to CarPlan and Salary Sacrifice customers where they do not want to vary the employee costs on a month by month basis.

Please note “Other Provisions” does not include capital improvements to the vehicle eg. CD player, sunroof, etc.