

# Fleet Driver Guide



Please call 1800 004 588  
24 hours a day 7 days a week

Interleasing



## On the road with Interleasing

Dear Driver,

Congratulations on receiving your new vehicle!

During the lease your vehicle will be managed by Interleasing. Our focus is to provide you with the best customer service, no matter what the circumstance, 24 hours, 7 days a week. When you need help, we will assist you quickly and professionally. That's our commitment to you.

This driver guide will answer questions you may have during your lease. Please take a little time to familiarise yourself with its contents - keep it handy in the glove box and/or with you for easy reference.

We wish you safe motoring and if you have any questions about your vehicle that are not covered in this guide, please call us anytime on **1800 004 588**.

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## What about renewing registration?

If we manage your vehicle's registration, we will process and pay your registration (and compulsory third party insurance where applicable). If your vehicle requires a pink slip, we'll contact your Fleet Manager to advise that an inspection is necessary.

If you haven't received a label before the registration expiry date then this might be a result that some states have changed the process and don't issue labels.

If you would like to obtain information and enquire about the status of your vehicle's registration, please call us on **1800 004 588**.

## Please remember

It's illegal to drive an unregistered car.

## What should I do when my vehicle needs to be serviced?

If we maintain your vehicle and it needs servicing, contact a Interleasing approved service centre. Usually it will be the dealer who delivered your vehicle - or any dealer approved by your vehicle's manufacturer.

In the glove box you will find your vehicle's service manual, with a list of the manufacturer's authorised service centres.

If you are unsure where to take your vehicle, call us on **1800 004 588**. We will tell you the closest dealer to your home or work.

### Important

- Phone the dealer to agree on a suitable day for work to be done. Tell them it's an Interleasing vehicle.
- On the servicing day, drop your vehicle at the dealer's service centre. Please remind the service staff that your vehicle is managed by Interleasing and advise them of any specific items you believe need to be addressed.

### Getting to Work

Most dealers offer courtesy drop offs to bus and train stations. If you need a replacement vehicle, contact us on **1800 004 588** after consulting your Fleet Manager.

### How to pay

When your vehicle is ready to be picked up you don't need to pay anything. We process all invoices and payments so you don't have to worry.

## What if I get a fine?

Payment of fines is your responsibility. If we receive traffic or parking infringements on your behalf, they will be forwarded to either you, or your employer. This will include any subsequent notifications.

### Important

There are serious consequences for non payment of fines. Further penalties will be incurred if you do not pay the fine by the date due. Further action can include increases in the fine value and even the de-registration of one or all of your employer's vehicles.

## How do I get replacement tyres, windscreens and batteries?

To make maintaining your vehicle easy we have sourced partnerships with specific suppliers.

When you drop the vehicle off remember to let the supplier know it's managed by Interleasing.

## Tyres

If we maintain your vehicle and it needs replacement tyres, puncture repairs or is having problems such as uneven wear and your vehicle requires a wheel alignment, please contact the supplier listed on the next page. To maintain consistency, performance and safety, we require 'like for like' tyres to be fitted.

Bridgestone: 13 12 29

Bob Jane: 13 26 25

Beaurepaires: 13 23 81

Tyrepower: 13 21 91

Kmart Tyre & Auto: 1300 772 579

## Windscreens

If we maintain your vehicle and you break or damage your windscreen, please call:

O'Brien Glass 131 616

Please contact your Fleet Manager to obtain your insurance policy number for any windscreen claims.

## Batteries

If we maintain your vehicle and you need to organise a replacement battery, please call:

Interleasing 1800 004 588.

## What if I breakdown or need roadside assistance?

If roadside assistance program is included in your lease and you breakdown, or need roadside assistance contact us on **1800 004 588**.

We have partnered with Digicall Assist and they will arrange for roadside service 24/7 to help if your keys are locked in the car, a tyre needs changing, you breakdown - or any other problem.

If your vehicle can't be restarted, we will arrange towing to the nearest Interleasing service centre. We can book a taxi or arrange one of our mini lease vehicles to get you to your final destination.

## My vehicle's lease is almost due.

### What now?

Usually your company will have a process to deal with vehicles at the end of lease. Ask your Fleet Manager for details.



## Replacement vehicle

If you are to receive a replacement vehicle, we will arrange dealer delivery to a designated drop off point. We will take your old vehicle away.

## Return vehicle

If there is no replacement vehicle, your Fleet Manager will arrange with us, on your behalf, where and when the vehicle should be returned.

Please remember when returning a vehicle to take all your personal and company supplied items, this includes your corporate fuelcard, e-tag and any other items that will need to be transferred.

If you are not receiving a replacement vehicle you will be required to send your e-tag back to your fleet manager. Lost tag fees will apply for any e-tag not returned.

## How do I purchase fuel and oil?

Your Interleasing vehicle is delivered with a full tank of fuel (to a maximum of 75 litres). If your company appoints Interleasing to manage your fuel an active fuel card will be waiting for you in the glove box of your new vehicle when you pick it up. Please ensure you purchase all of your fuel and oil from designated service stations with this card.

When you fill your vehicle, enter the odometer reading or tell the service station attendant your odometer reading. This helps us manage and report on your vehicle and provide you with timely reminders for servicing and lease end process. We'll tell you or your Fleet Manager if inaccurate input causes calculation errors.

### Important

Keep your Fuel Card in a safe place. If your card is lost or stolen, please call us on **1800 004 588** to arrange a replacement. If the card is not reported as being lost or stolen you may be liable for costs charged to the card.

## What if I have an accident?

If you are involved in an accident:

1. Don't admit liability.
2. Collect the following information:

### Details of other vehicles involved

- Vehicle type and registration
- Name of insurance company
- Noticeable damage
- Driver's name, address and licence number



## Accident details

- Date, time and location of accident
- Name, number and station of any police officers attending the scene
- Road and weather conditions

3. Call us on **1800 004 588**.

4. We can give you the right advice for any situation. This includes information you need for other parties, your vehicle's insurer and any statutory requirements that may apply.

5. When the accident scene has been cleared, we will arrange towing for your vehicle and a replacement vehicle or taxi, if necessary, so you can complete your journey. This service is available 24 hours, 7 days a week.

## What is unfair wear and tear?

### Important

Care for your vehicle at all times during the lease period.

When the vehicle is returned to us, we check its condition and ask you to sign a form confirming this.

If the vehicle is not returned in reasonable condition, outside of fair 'wear and tear', your employer can bear a restoration charge, which you may have to pay.

Refer to the enclosed table for common wear and tear areas, which are regularly checked. Make sure your vehicle is kept in good condition to avoid extra charges.

We can send you a full list of wear and tear conditions. If you would like a copy call us on **1800 004 588**.

# Information and breakdown service, call 1800 004 588.

Item	Acceptable	Unacceptable
Body Damage	<ul style="list-style-type: none"> <li>Professional repairs.</li> </ul>	<ul style="list-style-type: none"> <li>Obvious evidence of colour mismatch or mis-alignment between panels.</li> <li>Missing or damaged mouldings and panels.</li> </ul>
Dents	<ul style="list-style-type: none"> <li>Minor Dents (up to 10mm) that do not affect the panels' structural integrity.</li> </ul>	<ul style="list-style-type: none"> <li>Multiple dents or scrapes on a single panel.</li> <li>Buckling or distortion of the panels.</li> </ul>
Paintwork	<ul style="list-style-type: none"> <li>Minor chipping relative to the vehicle's age and kilometres travelled, provided it has not penetrated to the base metal or corroded.</li> </ul>	<ul style="list-style-type: none"> <li>Major abrasions.</li> <li>Colour mismatch between panels.</li> <li>Loss of gloss and colour disproportionate to the vehicle's age.</li> <li>Damage due to stickers/decals.</li> </ul>
Glass / Lenses	<ul style="list-style-type: none"> <li>Light scratches and minor chipping around the windscreen's periphery.</li> <li>Minor scuff marks or scratches.</li> </ul>	<ul style="list-style-type: none"> <li>Cracks or damages within the wiper arches.</li> <li>Holes or cracks in the windscreen's/ windows' glass or light covers.</li> </ul>
Interior	<ul style="list-style-type: none"> <li>Slightly soiled upholstery, scuffed floor mats, trim and kick panels.</li> <li>Professional repairs.</li> </ul>	<ul style="list-style-type: none"> <li>Torn, cut, burnt or permanently stained upholstery.</li> <li>Bent trim panels.</li> <li>Bad odours.</li> <li>Damage caused by the fitting or removal of communication equipment.</li> </ul>





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