

A HOW TO GUIDE

Now you are enjoying your new car, Easifleet would like to make your novated ride a smooth one. This 'How to Guide' contains information about what you should do in the event of:

- a need for repairs or service
- a need to claim a reimbursement
- loss of your fuel card
- an accident
- a change in personal details
- a change in your driving circumstances (fuel consumption, annual kms etc)
- a change of employer
- expiration of your vehicle registration

I need to get my vehicle repaired or serviced

At some point your car may require maintenance, such as new tyres, new brake pads or a service. This work can be carried out by any authorised service agent in Australia.

To get the required work done, you should make a booking at an authorised agent at a time convenient to you. If you require any assistance in making a booking, please call our service desk on 1800 134 679.

On arrival, let the agent know the vehicle is maintained by Easifleet. Before the work is carried out they will call us for authorisation. We will check to make sure the required work is included in your maintenance package, and then provide the agent with an authorisation number to proceed. We have pre-arranged fleet-rates for all mechanical work and these rates will appear on your invoice.

We strongly recommend you use a manufacturer approved service agent (e.g., a dealer) for all mechanical work. For example, if your vehicle is a Holden, you should take it to a Holden dealership.

Having your vehicle worked on by a mechanic who is not manufacturer-authorised may void your warranty.

I need to claim a reimbursement

At some point you may need to be reimbursed for an expense that has been built into your maintained novated lease.

Making a claim is *easi*. Just fill in the 'Expense Reimbursement Claim Form' which you can download from the Novated Leasing Existing Lease Holders section of our website www.easifleet.com.au. Once we have received the completed form we will check the expense against our records, and arrange to make an electronic payment into your nominated account. Reimbursements usually take up to 14 days to process.

Any queries regarding reimbursements should be directed to Reimbursements: 1300 266 828 or Reimbursement@easifleet.com.au.

I need a replacement fuel card

If you need to get a replacement fuel card, or you need to get an additional fuel card, the process is *easi*.

Just call and ask for our Fuel Cards Department on 1300 266 828, or send us an email at fuelcards@easifleet.com.au. Let us know the fuel card type and your postal address, and we will send out the new card. Replacement cards take up to 14 days to arrive.

I have had an accident in my vehicle

If you have been involved in an accident, you should first call your insurance company.

If your vehicle insurance has been arranged by Easifleet, your insurer is Lumley General Insurance. LUMLEY ACCIDENT ASSIST provides a 24-hour hotline on 1800 652 256. If necessary, your vehicle will be towed to a nominated repairer. If it is after hours, your vehicle will be stored safely overnight before being taken to a nominated repairer the next day. Lumley's will advise you of the claims reporting procedure and provide you with a claim form. This form should be completed in full and given to your repairer or the nearest Lumley office.

If your car is written off, you can apply for a new lease. The new lease process will be exactly the same as when you first applied for your original lease.

If you require any further assistance or information for an accident claim, please call our insurance department on 1300 266 828.

I need to change my personal details

At some point in your lease you may need to change your personal details, such as your phone number, email address, residential address or postal address. It is very important you advise us of the new details, so we can get in touch with you regarding your vehicle.

To do this, simply send us an email to nrt@easifleet.com.au. Be sure to include your current contact details followed by your new contact details. The change will be made within two working days.

There has been a change in my driving circumstances

At some point you may need to adjust an amount that was budgeted into your lease (e.g., your fuel budget or the amount of kms you drive per year.)

Making an adjustment is *easi*. You simply need to fill in the form 'Maintenance Package Adjustment' which you can download from the Novated Lease Existing Lease Holders section of our website www.easifleet.com.au.

As soon as we receive this form we will generate and send you a new maintenance schedule for you to sign and return. We will advise your employer (or your salary packaging provider) of the changes that need to be made to your deductions.

For any further information on package adjustments please contact our Novated Relationship Team: 1300 266 828 or nrt@easifleet.com.au.

My vehicle registration has expired

If you have the re-registration of your vehicle built into your maintained novated lease, we will handle registration on your behalf. The notice of re-registration will be sent directly to us. We will make the payment and send out your new registration sticker.

If for any reason you receive the re-registration notice directly, please forward it to us as soon as you can.

Registration notices can be sent to:

Registrations
Easifleet Novated Lease
PO Box 192
Victoria Park
WA 6100

I have had a change of employer

At some point in your lease you may move to a new employer. It is very important you advise us as soon as you are aware of this, so we can help make this transition easy.

Most employers will allow you to include your lease as part of your salary package. If necessary, we can speak to them about this and help them to understand the benefits. Additional information for employers is also available on our website at www.easifleet.com.au. We suggest you download our 'Employer Information Sheet' and give this to your new employer as an initial introduction to novated leases.

You will need to fill out a 'Change of Employer' form. This form is available in the Novated Lease Existing Lease Holders section of the Easifleet website www.easifleet.com.au.

Once we receive the completed form, we will generate and send you the appropriate documentation for both you and your new employer to sign. This process should take no more than 10 working days.

The first monthly invoice date for your new employer will be the first date of the month after your current employment ceases. ***If your new employer has not deducted sufficient funds (if any) from you, you may need to make arrangements to pay or part-pay this invoice yourself.***

If your employer decides not to include your novated lease as part of your salary package, you can continue to make payments directly to us. This means you will lose the ongoing tax-benefit from the lease, but you can continue to enjoy your car, financed at a great rate.

For further information on changing employers please contact our Novated Relationship Team: 1300 266 828 or nrt@easifleet.com.au.

