



# Driver Information Guide

## Safety, Information & Contacts

### Welcome

Welcome to Custom Fleet, your Fleet Management service provider.

We hope you enjoy your new vehicle.

In this guide you'll find important contacts and handy information about:

- Fuel card
- Vehicle Registration
- Roadside Assistance & Accident Management
- Servicing, tyres & repairs
- Infringements & tolls
- End of lease process

### Fuel card

If your employer has arranged for a Fuel Card with Custom Fleet, it will arrive in 7 to 10 working days after vehicle delivery. For security purposes, never leave the card in your vehicle and keep it away from direct sunlight to avoid damage.

You can use your fuel card to pay for fuel at the relevant fuel company or acceptor site – please provide your odometer reading with each fuel purchase.

For lost, stolen or damaged fuel cards, please notify your company's Fleet Administrator as soon as possible and call Custom Fleet so we can send a replacement card.

### Infringements & tolls

If your company has opted for Infringement Management, fines will be sent directly to Custom Fleet who will assist with managing the process.

If you have arranged to have tolls managed by Custom Fleet, your toll account will be activated within 1 business day.

E-tags will be delivered directly by Linkt within 14 business days. While you wait for the delivery of your e-tag, video tolling will automatically be activated so you can drive on toll roads without incurring any video matching fees for up to 14 business days.

### Vehicle Registration

If Custom Fleet are managing your initial registration and renewal (most cases), we will keep your registration valid for the life of your lease.

If you are self-managing registration renewal, it is your responsibility as the driver to make sure the vehicle registration is valid. It is illegal to drive an unregistered vehicle, and you may not be covered by insurance in the event of an accident.

### Key contacts

#### 24/7 driver support

Accidents and roadside assistance  
Report a lost, stolen or damaged fuel card

1300 139 555

enquiries@customfleet.com.au

#### Merchant locator

Use the Drive App to find your nearest repair centre or fuel outlet, or visit [customfleet.com.au/driver-support](https://www.customfleet.com.au/driver-support)

#### Tyres

Bridgestone **13 12 29**  
Goodyear **13 18 98**  
mycar **1300 772 579**

#### Batteries

Marshall Batteries **13 61 30**

#### Windscreens

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

Don't forget to mention it's a **Custom Fleet** vehicle.



customfleet.com.au

Call 1800 139 555

## Roadside Assistance & Accident Management

Check with your company's Fleet Administrator to see whether you are covered by our 24-Hour Roadside Assistance Program. It's better to know now before you need it.

Most new vehicles are covered by the manufacturer's breakdown service for a limited period. When your vehicle is delivered, you will be informed of the manufacturer's roadside assistance program applicable to your vehicle.

If your employer has arranged for Accident Management Services with Custom Fleet and you are in an accident, we are here to help.

We'll organise the towing, insurance claims, repairs and replacement vehicle, as well as ensure you reach your intended destination.

Contact us on  
**1300 139 555.**



## Servicing, tyres & repairs

It is your responsibility to ensure your vehicle is serviced in accordance with the manufacturer's handbook (usually located in your glove box). You can take the vehicle to any authorised franchised dealership. While Custom Fleet does not provide replacement vehicles at servicing, some of our preferred repairers may do so free of charge.

When booking in for service or maintenance, please advise the provider it is a Custom Fleet vehicle. They will call us for authorisation before beginning work.

If you are on a fully maintained lease with Custom Fleet, you may be eligible for a free relief vehicle in the event your leased vehicle is off the road for greater than 24 hours due to mechanical breakdown. Please contact your Fleet Administrator for eligibility.

Tyres may be included as part of a fully maintained lease. For tyre replacement, puncture or repair, please refer to the key contacts section of this guide, or the Custom Fleet Drive App.

## Online Claim portal

For non-urgent claims, you can now use our Online Claim portal to lodge and check the status of your accident claim.

If you require urgent at scene assistance, please call **1300 139 555**.

For online claims, you'll need the following details to get started:

- Current email address
- Vehicle registration number
- Incident information as per inside on this booklet

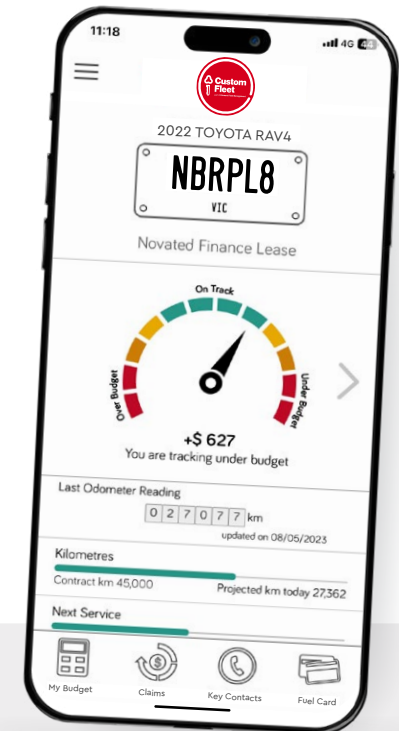
Then follow the below steps to lodge your claim:

1. Visit our Driver Portal by scanning the QR code or go to: **www.customfleet.com.au/ams**
2. Enter your details to generate a onetime access code
3. Enter code to begin the claim capture process
4. Follow the prompts to provide all the required incident details
5. Once complete, you'll receive a confirmation email and we'll be in touch to discuss next steps

## Driver Purchase Program

At the end of your lease, you have the opportunity to request a purchase price to buy your vehicle from Custom Fleet. It's not often you're able to buy a vehicle with the certainty of knowing it's complete history.

For more information on our Driver Purchase Program, please get in touch with your Fleet Administrator.



## Have you downloaded our app?

**First step!** Download the Custom Fleet Drive App from the App store or Google Play. Follow the prompts to register, and you will receive an email to validate your details. The Drive App is the easiest way to access key contacts and important information about your vehicle. You can use this to report a lost, stolen or damaged fuel card, find your nearest repair centre or fuel outlet and even receive an alert when your service is due.





## **Returning your vehicle**

Your company's Fleet Administrator will arrange for your vehicle to be returned to Custom Fleet.

When preparing your vehicle for return, please ensure:

- Fuel cards / eTags are returned to your Fleet Administrator
- The spare wheel/tyre, vehicle jack and associated tools are left in the vehicle
- The vehicle has the service book and manual
- You remove all personal data from any electronic device (i.e. phone book or GPS). Custom Fleet will not be held responsible for any private data left in these devices.
- The spare keys / remote are in the glovebox
- The vehicle is clean and tidy and personal belongings have been removed
- The cargo blind and/or cargo barriers (if standard) are left in the vehicle

Outside of fair wear and tear, if items are missing or damage is discovered, Custom Fleet will charge your company a fee to cover the expenses, which they may pass onto you.

Please make a note of any:

- Tyre damage
- Chips or cracks in the windscreen or other glass
- Missing wheel covers or centre caps
- Dents, scratches or scrapes on the bodywork
- Rips, holes, tears, stains/marks in the interior trim



## **Accident management**

If you are involved in an accident, stay calm and follow these steps:

1. If someone is injured, call **000**.
2. **DO NOT ADMIT LIABILITY.**

### **3. Record the following information:**

Other Driver:

- Name
- Licence no.
- Registration number
- Address
- Phone No.
- Vehicle make and model
- Owner details (if different to driver)
- Insurer and policy no:

Accident details:

- Date / time
- Location
- Police attendance (Y/N)
- Police details

Witness Details (if applicable):

- Name
- Address
- Phone

4. If possible, take photos of the scene and vehicles involved.

5. Lodge your claim via our Online Claim



**Portal**

[www.customfleet.com.au/ams](http://www.customfleet.com.au/ams)

If you require urgent at scene assistance, please call **1300 139 555** and our team will arrange towing.