Custom Fleet
part of Element Fleet Management

customfleet.com.au
1800 812 681

NOVATED LEASING DRIVER GUIDE

Everything you need to manage your vehicle and lease.



Your novated lease support

Helpful information and contacts to keep you moving.

Welcome to Custom Fleet

Congratulations on your vehicle and thank you for choosing Custom Fleet!

We're here to make managing your novated lease as simple as possible, from every day running costs to servicing, maintenance and support when you need it.

This guide explains what's included in your lease, how to access support and where to find information about managing your vehicle.

For the latest information, service contacts and helpful resources, visit our online Novated Leasing Driver Guide at **customfleet.com.au/novated-lease-driver-guide**

Scan for direct access to the digital **Custom Fleet Novated Leasing Driver Guide**

We're here when you need us

Find the right contact for your vehicle and lease enquiries.

Your Custom Fleet support contacts 24 hour Accident and Roadside Assistance

24/7 Driver Support line: **1300 139 555**
(Select option 2)

Fleet Card and fuel enquiries
Call: **1800 811 922**

Find a service centre or fuel outlet
Use the Custom Fleet Drive App or visit our Merchant Locator:
www.customfleet.com.au/merchant-locator

Questions about your Novated Lease
1800 811 922 or
novatedenquiries@customfleet.com.au

Tyres
Bridgestone: **13 12 29**
Goodyear: **13 18 98**
mycar: **1800 098 729**

Batteries
Marshall Batteries: **1300 306 277**

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

Managing your vehicle made easier

Access your vehicle information and support when you need it.

Your vehicle information on the go

The Custom Fleet Drive App makes it easier to manage your vehicle and access important information.

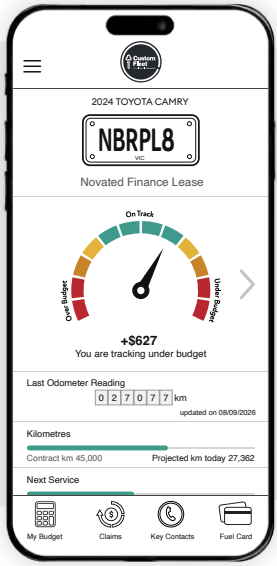
With the app, you can:

- View your vehicle and lease information.
- Track your running-cost budget.
- Find nearby service centres and fuel outlets.
- Report a lost, stolen or damaged fuel card.
- Access important service contacts.

Download the app to get started.

Scan for **Apple Store**

Scan for **Google Play**



Fleet Office

Fleet Office gives you online access to your vehicle and lease information in one place.

You can view your running-cost budget, track expenses and access important vehicle information to help manage your novated lease.

Log in to Fleet Office:
www.customfleet.com.au/fleetoffice

Servicing, maintenance and support

Keep your vehicle safe, reliable and ready for the road.



Service, maintenance and tyres!

Regular servicing helps keep your vehicle safe, reliable and in good working condition.

Your novated lease budget includes an allowance for standard scheduled servicing based on the manufacturer's recommended service intervals.

When you visit an approved service provider, you generally won't need to pay upfront for authorised work covered by your lease budget.

How to book a service

Find your nearest preferred service provider using the Custom Fleet Drive App or our Merchant Locator.

www.customfleet.com.au/merchant-locator

Before starting any work, the service provider must obtain authorisation from Custom Fleet. This helps ensure repairs and maintenance are appropriate for your vehicle and meet the relevant standards.

Accident management

If you're involved in an accident, contact Custom Fleet as soon as it's safe to do so.

Call 1300 139 555 and select option 1.

Our Accident Management team is available 24/7 and can help with:

- Arranging towing if your vehicle can't be driven.
- Coordinating repairs and assessments.
- Liaising with insurance providers.
- Arranging a hire vehicle at preferred rates, where available.
- Providing guidance on what to do next.

You'll also find an accident checklist towards the end of this guide.

Managing your vehicle expenses

Helpful information about fuel, registration and insurance.



Fuel card

Your Fleet Card should arrive within 2 weeks of your lease starting and can be used at more than 6,000 fuel outlets across Australia.

Until it arrives, you can claim fuel reimbursements through the **Custom Fleet Drive App** or call **1800 811 922**.

Always provide your odometer reading when refuelling so we can track your kilometres against your budget.

Registration

Your first year's registration is generally included in the vehicle purchase price, with future renewals budgeted in your lease payments.

Custom Fleet manages registration renewal payments. If an inspection is required, we'll notify you. You'll need to arrange the inspection and send us the paperwork before registration expires.

Comprehensive motor insurance

You must maintain comprehensive motor insurance throughout your lease.

Insurance arranged through Custom Fleet

Your insurance will be renewed in accordance with the policy terms and eligibility requirements. Refer to your Product Disclosure Statement (PDS) for coverage details, limits and exclusions.

Your own insurance

Your policy must meet Custom Fleet's lease requirements. Before delivery, provide a Certificate of Currency listing Custom Service Leasing Pty Ltd as the financier.

If insurance is included in your lease budget, call 1800 811 922 to discuss reimbursement arrangements.

Keeping your lease on track

Manage your kilometres, vehicle costs and everyday responsibilities.



Roadside assistance

Many new vehicles include roadside assistance through the manufacturer for a limited period.

Once that cover expires, roadside assistance may be available through Custom Fleet, depending on your lease arrangements.

If you need help on the road, call our **24/7 Driver Support line on 1300 139 555**.

Tolls and fines

Tolls, traffic infringements and parking fines aren't included in your novated lease budget.

You're responsible for arranging and paying toll charges, managing your toll account or tag, and paying any fines relating to your vehicle.

If Custom Fleet receives an infringement notice for your vehicle, we'll forward the details to you for action.

Adjusting your kilometres

Your annual kilometre estimate helps determine your vehicle's running-cost budget.

If your driving habits change, you may need to adjust your budget to reflect your actual usage.

For example, you might start commuting further, change jobs or find you're driving less than expected.

You can monitor your kilometres and budget through the Custom Fleet Drive App.

If you need to make changes, contact our novated leasing team on **1800 811 922**.

We'll review your circumstances and explain any adjustments that may be available.

What to do after an accident

A simple checklist to help you stay safe and collect important information.

If you're involved in an accident

Your safety comes first. Follow these steps if you're involved in a vehicle accident.



Accident checklist

1. CHECK EVERYONE IS SAFE

If anyone is injured or there's an immediate danger, call **000**.

2. DON'T ADMIT LIABILITY

Avoid admitting fault or making agreements about responsibility at the accident scene.

3. COLLECT IMPORTANT DETAILS

If it's safe to do so, record the following information.

Other driver details:

- ☐ Name
- ☐ Licence number
- ☐ Registration number
- ☐ Address
- ☐ Phone Number
- ☐ 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. TAKE PHOTOS

If safe, take photos of the vehicles, damage, accident location and surrounding conditions.

5. CONTACT CUSTOM FLEET

Call **1300 139 555 (option 1)** to report the accident.

Our Accident Management team will explain the next steps and help arrange towing if your vehicle can't be driven.

customfleet.com.au
1800 811 922

We're here to help

For questions about your novated lease or vehicle, contact our team.

Need the latest information?

Visit our online **Novated Leasing Driver Guide** for current information about managing your vehicle, accessing services and getting support:

Scan for direct access to the digital **Custom Fleet Novated Leasing Driver Guide**

Custom Fleet

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Melbourne VIC 3000
E **novatedenquiries@customfleet.com.au**

Important information

*The information contained within this brochure is general in nature and is intended as a guide only. It has been prepared without considering your objectives, financial situation or needs. Employers and employees are encouraged to seek independent legal and financial advice when considering whether this product is suitable for you. ©2026 Custom Service Leasing Pty Ltd
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