



# NOVATED LEASE OWNER'S GUIDE

# Welcome

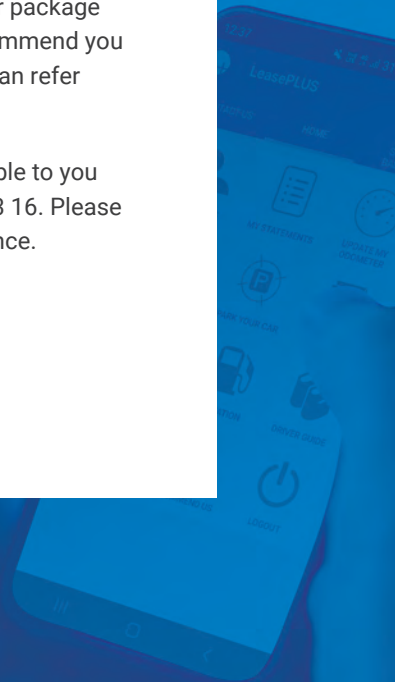
Thank you for choosing a LeasePLUS novated lease.  
We trust you'll have a thoroughly enjoyable experience.

This booklet contains vital information about your lease.  
It explains the great benefits included in your package  
and how to submit expense claims. We recommend you  
read it and keep it in your glove box so you can refer  
back to it.

As a LeasePLUS customer, support is available to you  
24 hours a day, 7 days a week on 1300 13 13 16. Please  
don't hesitate to call if you need any assistance.

Wishing you happy and safe motoring,

The LeasePLUS Team.



# LeasePLUS app

With the LeasePLUS app you can manage your lease quickly and conveniently from your smart device.

## Features:

### Account management

- Real time visibility of your account balance and transactions
- Track odometer readings and fuel usage
- Track expenses so you get the most out of your lease

### Expense claims

- Simply photograph the receipt and press SUBMIT
- Live tracking and instant confirmation of claim payments

### Help and assistance

- 24/7 emergency assist
- Fuel station locator



To download the LeasePLUS app, scan the QR Code or download directly from the App Store (iPhone) or Google Play (Android). Your login details can be found in your welcome email.



## Fuel cards

Fuel cards are a convenient, fee free way to purchase fuel, oil and car washes without the need to keep receipts or submit expense claims. They can be used at over 3200 service stations nation wide.

To activate your fuel card simply choose a 4-digit PIN and input your code when you make your first purchase. From then on, each time you fill up you'll be asked for your PIN and odometer reading.

*Please keep your fuel cards safe and secure. If a card is lost or stolen contact us immediately so we can issue a replacement.*

Card 1 (if ordered)

Card 2 (if ordered)

## Paying for fuel without a fuel card

In some circumstances, you may choose to fill up at an independent fuel station that doesn't accept your fuel cards. Simply obtain a tax receipt and submit an expense claim via the LeasePLUS app.



## Maintenance and servicing

Looking after your vehicle is easy with LeasePLUS booking services. Bookings can be confirmed via SMS and we can pay invoices directly from your account so you're not out of pocket.

### Scheduled vehicle servicing

When you're ready, book a logbook service through our national service provider. If you live within 10km of the workshop your car can be picked up and returned at your convenience.

### New tyres, batteries and windscreens

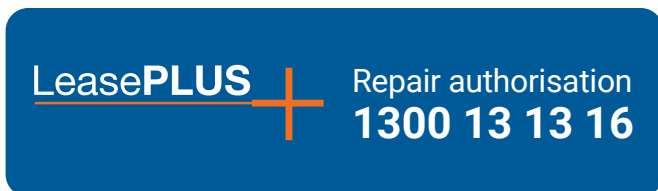
Take advantage of our national supplier network and fleet pricing for all tyre, battery and windscreen replacements. Mobile services are also available should you prefer the works to be completed at your home or workplace.



## Maintenance authority labels

The labels below notify your maintenance and servicing supplier that your vehicle is leased with LeasePLUS and to contact our team for authorisation before commencing any work. Please affix to your vehicle as indicated.

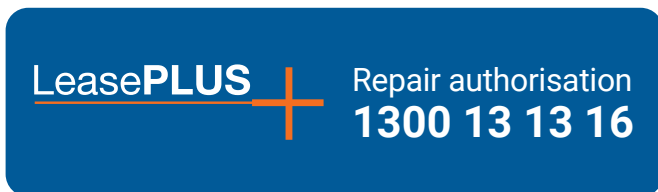
Place inside top right of windscreen



Place lower middle of rear windscreen



Place on the front of vehicle log book



## LeasePLUS Roadside Assistance and Accident Management

If you have opted for LeasePLUS Roadside Assistance and Accident Management you're covered for breakdowns and accidents anywhere in Australia. Benefits include:

- Unlimited roadside assistance and breakdown assistance call outs
- 24 hours a day, 7 days a week access
- Vehicle towing
  - Free towing up to 20 kilometres in metro areas
  - Free towing to the nearest Country Service Centre in regional areas

*Please note: Any additional costs incurred (e.g new battery, excess towing) during the callout will be charged back to your novated lease.*

## LeasePLUS Comprehensive Insurance

If you have opted for LeasePLUS Comprehensive Insurance, your payments and renewals are taken care of automatically. Unique policy features include:

- **Pay by the month** - All your policy costs are rolled into your lease package, allowing easy management of your monthly cash flow.
- **Vehicle replacement after total loss** - If the vehicle is less than 2 years old (since date of first registration) and you are the first owner, the policy will replace the vehicle with a new version of the same make and model.
- **Lease payout** - In the event of a total loss, any shortfall between the vehicle market value and finance owing (plus residual value) is paid by the policy.

*Important: If you have your own insurance policy, you will need to manage all payments and renewals and ensure the vehicle is insured at all times.*





## Renewal of registration, CTP and insurance

When you receive a renewal notice for registration, CTP or insurance (if you have your own policy), submit an expense claim request via the LeasePLUS app or pay the expense yourself and seek reimbursement.

Please note that we can only reimburse or make payments on your behalf when there are sufficient funds available in your novated lease account.

### *Important:*

- *You must ensure your vehicle is registered and comprehensively insured at all times throughout your lease.*
- *All payment request claims must be submitted at least 10 business days prior to the due date to guarantee payment.*

## Change in vehicle usage

If circumstances change and you're driving your vehicle more/less than expected, contact us so we can prepare a budget adjustment for you. This recalculates the estimated expenditure, amends your payroll deductions and ensures the account is optimised.





## Expense claims and reimbursement for out of pocket expenses

There are two ways to submit an expense claim:

1. Open the LeasePLUS app and select 'Claim Expenses'. Take a picture of your receipt and press submit. The money will then be paid into your chosen bank account.
2. Download and complete a reimbursement/ payment claim form (available from the LeasePLUS website), attach a copy of your receipt, and email to [customersupport@leaseplus.com.au](mailto:customersupport@leaseplus.com.au)



**Customer Support**

**1300 13 13 16**

[leaseplus.com.au](https://leaseplus.com.au)  
[customersupport@leaseplus.com.au](mailto:customersupport@leaseplus.com.au)