



Driver Support Manual

ORIX Fleet Services

Start here



Driver Assistance
1300 652 886

orix.com.au



Welcome to ORIX Fleet Services

This manual has been produced to help with situations you may encounter throughout the term of your lease. Please keep this in the glove box of your vehicle as it provides contact numbers for when you may need assistance and outlines details of what needs to be done for insurance, maintenance and accidents.

Generally, as custodian you are responsible for your vehicle including maintaining and driving it safely. Please notify your company Asset Manager of any changes to the nominated driver or registration details so the vehicle and reporting can be managed.

Roadside Assistance

Optional roadside assistance is available, where it is not covered by the manufacturer when the vehicle is purchased. This provides support for breakdowns and accidents around Australia. If roadside assistance was not included in your lease, additional charges will apply for this service and will be paid direct to the roadside provider.

Fuel Card

Your fuel card facility only permits the purchase of fuel and oils for the nominated vehicle. Only use the type of fuel the manufacturer recommends for that vehicle and always use your supplied fuel card.

For effective vehicle management and FBT reporting, ORIX requires that you always enter your odometer reading when purchasing fuel using the fuel card. If your fuel card is lost or stolen, immediately contact ORIX on 1300 652 886 to cancel the existing card and arrange for a replacement card.

eTags

If the vehicle has been fitted with an ORIX e-Tag, please ensure that the e-Tag remains with the nominated vehicle.

Relief Vehicles

ORIX operates its own fleet of vehicles throughout Australia to meet customers' needs in cases of accident, theft, breakdown or short-term emergencies. The ORIX Mini Lease fleet provides the convenience and flexibility of short term rental arrangements. This is an optional service and charges may apply.

Maintaining your vehicle

As the vehicle's custodian, you are responsible for making sure that your vehicle is serviced regularly, warranty conditions are complied with and that safety checks such as tyre pressures, oil and coolant levels are conducted regularly.

While your vehicle is covered under the manufacturer's warranty and /or if it is a fully maintained operating lease, you must book your vehicle for required servicing and repair at a dealership approved by the manufacturer.

When you submit your vehicle for servicing, replacement batteries, tyres or windscreens, please tell the service centre that your car is an ORIX managed vehicle.

If the dealership or service agent is an ORIX preferred supplier, they will then contact the ORIX National Service Centre on 1300 300 034 for authorisation to carry out maintenance or repairs and will send the invoice directly to ORIX.

National Service Providers

Please use the following providers:

Mobile Tyre Service

Road Runner Mobile Tyres 02 9417 9100 (Sydney)
0433 845 140 (Melbourne)



Tyres

Beaurepairs	13 23 81
Bob Jane T-Mart	13 26 25
Bridgestone Tyre Centres	13 12 29



Please take your vehicle to an agent of the current brand of tyres that are on the vehicle.

Tyre suppliers have been instructed to replace your vehicle's tyres with the same brand and specifications supplied when the vehicle was new. If modifications have been made since delivery of your vehicle, the tyre supplier and ORIX are to be notified in advance.

Batteries

Battery World	13 17 60
Marshall Batteries	1300 306 277



Windscreens

Instant	13 24 44
O'Brien Glass	13 16 16
Novus Autoglass	13 22 34



To determine provision for windscreen repair or replacement, please contact your insurer.

Accidents

If you are involved in an accident, it is important that you follow the correct procedure. These simple steps will assist you at the scene of an accident:

1. Determine whether any passenger in your vehicle or the other vehicle has suffered any personal injury. Do not attempt to move any injured passenger from your vehicle

For Police, Ambulance or Fire and Rescue call 000 or 112 from your mobile phone.

2. Do not admit liability or offer payment to any party concerned.
3. Give your name, address, licence number, registration number and insurance details to the other people involved in the accident. Obtain similar details from them.
4. Make every effort to find a witness to the accident and obtain their details.
5. Take notes/photos of the accident scene, cross streets, the direction of travel, vehicle damage and so on, as this information will help you complete an insurance claim form.

Police reporting guidelines vary in each state. Make sure you are aware of your requirements.

How to access further assistance

ORIX provides optional comprehensive accident support from the site of the accident to the finalisation of any Insurance claims. Services include:

- Towing from the scene
- Pick up of roadworthy vehicles needing repair
- Accessing an interim replacement vehicle
- Arrange vehicle repairs
- Management of Insurance claims
- Approval of under excess claims

Insurance claims

If you have elected ORIX to arrange an insurance policy on your behalf, complete the online claim via your insurance providers website. Where ORIX manages claims on your behalf, please call DriverCare on 1300 652 886 (Select option 1 in first menu and option 1 in the second menu) or email your ORIX Account Manager.

Any questions? Contact us.

1300 652 886 | info@orix.com.au

L3, 66 Talavera Rd, Macquarie Park, NSW 2113

