



DRIVER SUPPORT MANUAL

ORIX NOVATED LEASING

Welcome to ORIX Novated Leasing

Congratulations on selecting an ORIX Novated Lease.

This manual has been produced to help with situations you may encounter throughout the term of your lease as it provides contact numbers for when you may need assistance.

ORIX NOVATED COMPANION APP

On activation of your Novated Lease you are provided access to the ORIX Novated Companion App. The app allows you to view contract details and maintenance budgets, submit reimbursements, update personal and bank details, and search authorised repairer and service centres. Available from the App Store and Google Play.

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 throughout Australia. If Roadside Assistance was not included in your lease, additional charges will apply for this service and will need to be paid direct to the roadside provider.

REGISTRATION

Your Novated Lease vehicle is registered in your name and all correspondence relating to the use of your vehicle will be sent directly to you at your nominated address such as registration renewal certificates, traffic infringements and fines. Where registration is included in your contract, you can send to ORIX for payment.

FUEL CARD

Fuel costs may be budgeted into your monthly charge and are set using both your vehicle's designated fuel consumption rate and the number of kilometres you plan to travel during the lease. Your fuel card facility only permits the purchase of fuel and oils for the nominated vehicle. 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, you can request a replacement card via the ORIX Novated Companion app.

COMPREHENSIVE INSURANCE

If you have selected your own insurance, it is your responsibility to ensure that your motor vehicle is comprehensively insured for the period of the lease. If you have selected Term of Lease Insurance, your premium will be automatically renewed throughout the lease term. If you have selected Annual Insurance, your premium is due for automatic renewal on 1 October each year, prior to which you will be sent details of your new premium.

MAINTAINING YOUR VEHICLE

An ORIX Novated Lease takes the stress out of servicing your vehicle. As the leaseholder, 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 regularly attended to. ORIX, as the lease provider, will make the process and transactions simple and cost effective for you.

While your vehicle is covered under the manufacturer's warranty, 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 Novated Leased 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.

Where maintenance is included in your contract, the dealership will send the service invoice directly to ORIX. If you submit your vehicle for servicing at a non-preferred

Driver Assistance

1300 652 886

orix.com.au

novated@orix.com.au



ORIX supplier, you may be required to pay the cost of the service and seek reimbursement.

NATIONAL SERVICE PROVIDERS

Please use the following providers:

Tyres

| | |
|--------------------------|--------------|
| Beaupaires | 13 23 81 |
| Bob Jane T-Mart | 13 26 25 |
| Bridgestone Tyre Centres | 13 12 29 |
| Road Runner Mobile Tyres | 1800 786 637 |



Note:

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. If you have selected Term of Lease or Annual insurance, you are able to claim the cost of windscreen replacement or repair.

REIMBURSEMENTS

Reimbursement for out-of-pocket expenses such as fuel, registration and external insurance, can be made by sending your receipt which must show GST and registration number (where applicable), and can be either made via the ORIX Novated Companion App and ORIX OneView customer portal.

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

ANY QUESTIONS?

Contact ORIX on **1300 652 886** or email novated@orix.com.au

