



## Welcome to ORIX Fleet Services

This manual has been produced to help with situations you may encounter throughout the term of your lease. 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 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.

### 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.

### MAINTAINING YOUR VEHICLE

As the 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 clearly state that your vehicle 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.

Driver Assistance

**1300 652 886**

[orix.com.au/svdpqld-driver-support](http://orix.com.au/svdpqld-driver-support)

[clientservices@orix.com.au](mailto:clientservices@orix.com.au)

## NATIONAL SERVICE PROVIDERS

Please use the following providers:

### Mobile Tyre Service

Road Runner Mobile Tyres 1800 786 637

### Tyres

Beaurepairs 13 23 81

Bob Jane T-Mart 13 26 25

Bridgestone Tyre Centres 13 12 29



### 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.

## 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 [clientservices@orix.com.au](mailto:clientservices@orix.com.au)



24 Hour Driver Assistance  
(Accident and Breakdown)

**1300 652 886**

