



# Driver Information Guide

## Safety, Information & Contacts

### Welcome

Welcome to Custom Fleet, your Fleet Management service provider. We hope you enjoy your new vehicle.

In this guide you'll find important contacts and handy information about:

- Fuel card
- Vehicle Registration
- Roadside Assistance & Accident Management
- Servicing, tyres & repairs
- End of lease process

### Fuel card

If your employer has arranged for a Fuel Card with Custom Fleet, it will arrive in 7 to 10 working days after vehicle delivery. For security purposes, never leave the card in your vehicle and keep it away from direct sunlight to avoid damage.

You can use your fuel card to pay for fuel at the relevant fuel company or acceptor site.

Remember to put in an accurate odometer reading at checkout.

For lost, stolen or damaged fuel cards, please notify your company's Fleet Administrator as soon as possible and call Custom Fleet so we can send a replacement card.

For fuel card related enquiries, you can email [fuelcards@customfleet.co.nz](mailto:fuelcards@customfleet.co.nz)

### Vehicle Registration

If Custom Fleet are managing your initial registration and renewal (most cases), we will keep your registration valid for the life of your lease.

If you are self-managing registration renewal, it is your responsibility as the driver to make sure the vehicle registration is valid. It is illegal to drive an unregistered vehicle, and you may not be covered by insurance in the event of an accident.

### Key contacts

#### 24/7 driver support

Accidents and Roadside assistance. Report a lost, stolen or damaged fuel card

**0800 11 63 63**

#### Merchant locator

Use the Drive App to find your nearest repair centre or fuel outlet, or visit [customfleet.co.nz/resource-centre](https://www.customfleet.co.nz/resource-centre)

#### Tyres

Bridgestone **0800 80 20 80**

#### Batteries

Marshall Batteries **0800 46 55 37**

#### Windscreens

Smith and Smith **0800 80 90 80**

Don't forget to mention it's a **Custom Fleet** vehicle.



## Roadside Assistance & Accident Management

Most new vehicles are covered by the manufacturer's breakdown service for a limited period. When your vehicle is delivered, you will be informed if this is applicable to you. You can also check with your company's Fleet Administrator to see whether you are covered by our 24-Hour Roadside Assistance Program.

If your employer has arranged for Custom Fleet's Accident Management Services and you are in an accident, we are here to help. We'll organise the towing, insurance claims, repairs and replacement vehicle, as well as ensure you reach your intended destination.

Contact us on  
**0800 11 63 63.**



## Servicing, tyres & repairs

It is your responsibility to ensure your vehicle is serviced in accordance with the manufacturer's handbook (usually located in your glove box). You can use the Drive App or Merchant Locator on our website to find your nearest franchised dealership authorised to service your vehicle.

When booking in for a service or maintenance please advise the provider it is a Custom Fleet or Custom Fleet managed vehicle (unless your vehicle is a non-maintained lease). They will call us for authorisation before beginning work.

If you're on a fully maintained lease with Custom Fleet, you may be eligible for a free relief vehicle in the event your leased vehicle is off the road for greater than 24 hours. Please contact your Fleet Manager for more information.

Tyres may be included as part of a fully maintained lease or recharged back to your employer if your vehicle is fleet managed by Custom Fleet. Refer to the key contacts section of this guide for supplier information.

## Online Claim portal

For non-urgent claims, you can now use our Online Claim portal to lodge and check the status of your accident claim.

For urgent claims, please call **0800 11 63 63.**

You'll need the following details to get started:

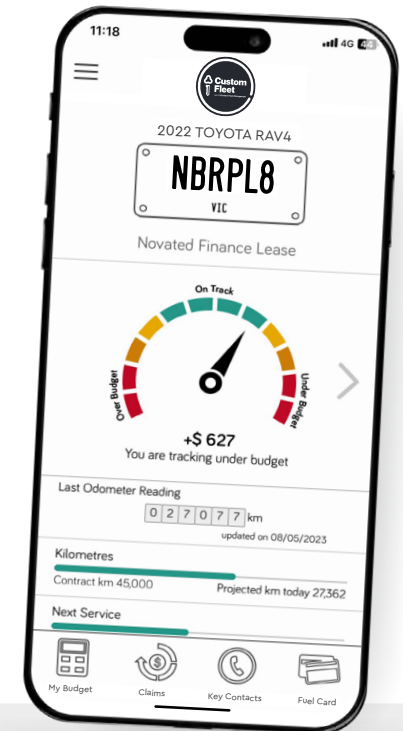
- Current email address
- Vehicle registration number
- Incident information as per inside on this booklet

To lodge a claim:

1. Visit our Driver Portal by scanning the QR code or go to: **www.customfleet.co.nz/ams**
2. Enter your details to generate a onetime access code
3. Enter code to begin the claim capture process
4. Follow the prompts to provide all the required incident details
5. Once complete, you'll receive a confirmation email and we'll be in touch to discuss next steps

## Driver Purchase Program

At the end of your lease, you have the opportunity to request a purchase price to buy your vehicle from Custom Fleet. It's not often you're able to buy a vehicle with the certainty of knowing it's complete history.



## Have you downloaded our app?

**First step!** Download the Custom Fleet Drive App from the App store or Google Play. Follow the prompts to register, and you will receive an email to validate your details.

The Drive App is the easiest way to access key contacts and important information about your vehicle. You can use this to report a lost, stolen or damaged fuel card, find your nearest repair centre or fuel outlet and even receive an alert when your service is due.

Scan for  
**Apple Store**



Scan for  
**Google Play**





## Returning your vehicle

Your company's Fleet Administrator will arrange for your vehicle to be returned to Custom Fleet.

When preparing your vehicle for return, please ensure:

- Fuel card is returned to your Fleet Administrator
- The spare wheel/tyre, vehicle jack and associated tools are in the vehicle
- The service book and manual has been left in the vehicle
- You remove all personal data from any electronic device (i.e. phone book or GPS). Custom Fleet will not be held responsible for any private data left in these devices.
- The spare keys / remote are in the glove box
- The vehicle is clean and tidy.
- The cargo blind and/or cargo barriers (if standard on vehicle) are left in the vehicle.

Outside of fair wear and tear, if items are missing or damage is discovered, Custom Fleet will charge your company a fee to cover the expenses, which they may pass onto you.

Please make a note of any:

- Tyre damage
- Chips or cracks in the windscreen or other glass
- Missing wheel covers or centre caps
- Dents, scratches or scrapes on the bodywork
- Rips, holes, tears, stains/marks in the interior trim



## Accident management

If you are involved in an accident, stay calm and follow these steps:

1. If someone is injured, call 111.
2. DO NOT ADMIT LIABILITY.

### 3. Record the following information:

Other Driver:

- Name
- Licence no.
- Registration number
- Address
- Phone No.
- 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. If possible, take photos of the scene and vehicles involved.

5. Call Custom Fleet Accident Management on 0800 11 63 63 to report the accident. If you are unable to drive your vehicle, we will arrange for it to be towed for you.