

## CHANGE OF CIRCUMSTANCE

### Extended Leave

If you plan to take extended or unpaid leave, please call us to discuss your situation.

### Change of Employer

If you change your employer during your lease, please let us know. The Novated Lease agreement will end and you will be responsible for any remaining lease payments.

### Paying out your lease early

If you would like to pay out your lease early, just give us a call.

## OTHER SERVICES

### Interpreting Service

We recognise that we have a culturally diverse customer base. We use the Translating and Interpreting Service (TIS) to assist in cases where customers prefer to communicate in a language other than English. You can find information on accessing this service on the leaflet in your Welcome Kit or on our website.

### Privacy Policy

Maxxia is committed to protecting your privacy and adheres to the National Privacy Principles. You can find a copy of our privacy policy on our website, or you can request one via email or phone.

## CONTACT DETAILS

**Customer Care Centre:** 1300 123 123

For all enquiries (8.00am – 7.00pm EST Monday to Friday).

**Website:** [www.maxxia.com.au](http://www.maxxia.com.au)

For general information, frequently asked questions, online transaction statements, downloadable forms, fuel report, FBT tracker and more.

**Email:** [mycarassist@maxxia.com.au](mailto:mycarassist@maxxia.com.au)

For all email correspondence.

**Fax:** 1300 733 444

Most correspondence is accepted by fax, unless original documents are specified.

**Postal address:** Locked Bag 11, Collins Street East, MELBOURNE VIC 8003

**Maxxia** Maximising  
your workplace  
benefits

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MY CAR

**Important Information:** Maxxia Pty Ltd provides administration and referral services on behalf of your employer. It does not provide any form of financial, taxation or financial product advice to employees on the relative merits of salary packaging programs or on any other basis. You should seek your own independent professional advice on how packaging programs may impact your particular financial, taxation and welfare benefit circumstances.

The information provided in this document is factual information only. This document has been prepared without consideration of your particular financial, taxation and welfare benefit circumstances.

Maxxia Pty Ltd may receive commissions or rebates in connection with some services it provides or arranges to be provided by third parties.

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MY CAR

## My Car: What You Need To Know

Thanks for choosing Maxxia to manage your fully maintained lease.

A novated lease with Maxxia is a hassle-free way to pay for your car and its running expenses. We do all the hard work for you so you've got more time and money to spend on the things you enjoy.

We try to make things as simple as possible for you but there are some things you need to know. This guide explains the most important aspects of your lease and is designed for you to keep for future reference. If you have any questions, just call our Customer Care Centre on 1300 123 123 (8.00am – 7.00pm EST Monday to Friday).

### PAYMENTS AND REIMBURSEMENTS

If you pay for any vehicle costs directly, such as fuel or registration, you can claim reimbursement for these (as long as your account has sufficient funds). Simply:

1. Complete a claim form (found in your Welcome Kit or on our website)
2. Attach a copy of the invoice and receipt
3. Email, fax or post it to us.

### ON THE ROAD

#### Fuel Card

To make things easy, we have arranged a fuel card for you. This is a quick and convenient way to pay for petrol – just fill up, then present your card to the service station attendant and you're ready to go.

Each month the fuel card supplier will invoice Maxxia for expenses. We will then make the payment directly to the fuel company from your salary packaging account – you don't need to worry about anything. Just make sure there are enough funds in your account to cover your expenses!

If your card is lost or stolen, please call Maxxia on 1300 123 123 (8.00am – 7.00pm EST) and report the missing card as soon as possible. We will cancel it and send you a replacement card.

#### Roadside Assistance

If you have arranged roadside assistance through Maxxia, we take care of everything for you. For assistance 24 hours a day/7 days a week, just call us on 1300 123 123.

If you have arranged roadside assistance through your vehicle manufacturer, please give us a call when your coverage ends and we will help you make alternative arrangements. If your roadside assistance is arranged privately, please deal with the provider directly.

#### Insurance

##### Maxxia-arranged comprehensive insurance

If we have arranged your insurance for you, you don't need to do anything when renewal is due. We will pay the premium from your salary packaging account. If you have any questions or would like to lodge a claim, give us a call 1300 123 123.

##### Private comprehensive insurance

If you are using your own insurance provider, you can claim reimbursement for this cost (as long as you have sufficient funds in your account). When renewal is due, forward your receipt and claim form and we will reimburse you from your account.

For peace of mind, we also offer you the following insurance products. To sign up or find out more, call us on 1300 123 123.

#### Other Insurance Options

<b>Extended Warranty</b>	Fully underwritten insurance product that covers you up to the market value of your vehicle for up to 200,000km or three years, whichever comes first (highest km limit on the market). Extended Warranty can be financed from your existing account providing there are sufficient funds.
<b>Motor Finance GAP</b>	If you lose your car due to theft or an accident, comprehensive insurance will cover your car at market value. In most cases you will still owe money on your lease after the payout. GAP insurance helps to cover the difference. Gap insurance can't be funded from your existing account, but you can still choose this insurance by sending us payment.
<b>Lease Protection</b>	Protects your ability to repay your lease in the event of accidental death, redundancy, expatriation or resignation due to carer responsibilities. Lease protection can only be arranged prior to payment of your vehicle.

#### Registration and Compulsory Third Party Renewal

When you receive your renewal notice for registration and compulsory third party (CTP) insurance, you can pay in one of two ways:

- **We can pay on your behalf:** If you have more than two weeks to renew your registration/CTP, send us a copy of the renewal notice with a signed Reimbursement/Payment claim form and we will pay the amount directly to the relevant authority from your salary packaging account.

This applies to all states and territories except NSW. If you live in NSW, we will send you a cheque so you can make payment by the due date.

- **Pay directly and we'll reimburse you:** If you have less than two weeks to renew your registration/CTP, please pay the relevant authority directly. You can then claim reimbursement by sending us a signed Reimbursement/Payment claim form and a copy of your renewal notice and receipt.

#### Lodging your Odometer Readings

Lodging your odometer reading in October, January and April each FBT year lets us monitor if you're on track to meet your nominated annual kilometres. To make this easy for you we'll send you a reminder letter before each deadline with instructions on how to lodge your reading.

#### How do I know if I am on track with FBT?

We also have a handy FBT tracker on our website ([www.maxxia.com.au](http://www.maxxia.com.au)). Just enter your User ID and Password then follow the prompts to check if you are on target to meet your nominated kilometres.

If you think you may not reach your nominated kilometres, call us and we can help you avoid paying an FBT shortfall to your employer. (Note that an FBT shortfall is not a fine).

#### Service Maintenance Program

Maxxia's service maintenance program makes it easy for you to keep your car in great shape.

When your car needs a scheduled service, repair or tyre replacement, simply:

- Take your vehicle to your preferred repairer
- Tell the repairer that Maxxia administers your leasing program and ask them to contact Maxxia's maintenance centre on 1300 123 123 prior to commencing any work.

Our qualified and experienced team of mechanics will manage the rest for you. This ensures:

- All work meets the car manufacturer's standards
- All work carried out is reasonable and consistent with the age and condition of your car
- Labour and parts are supplied at truly competitive prices, and
- Any work covered by warranty is free.

Please note that services carried out between scheduled services are not part of your budget. To increase your budget call 1300 123 123.