

# Interleasing Fleet Assistance Program



*Let our experienced team take on the day-to-day running of your fleet giving you back both time and money, so you can do what you do best - take your business further*

**Interleasing**  
Vehicle Fleet & Novated Specialists

# Interleasing Fleet Assistance Program

As part of our total customer focus, Interleasing's Fleet Assistance Program provides you with confidence in the management of breakdowns, accidents and driver training.

Our 5-Star Fleet Assistance services give you total peace of mind and include:

- Roadside Assistance
- ProAct Accident Management Program
- Driver Training

## Roadside Assistance

Our Roadside Assistance cover allows you to enjoy the peace of mind of knowing that your vehicle fleet and drivers are covered by our Australia-wide provider network in case of a breakdown or accident; we're on hand 24/7 via a toll free number clearly shown in every Driver Guide designed to provide the basic information your drivers will need while operating their vehicles.

In the event of an accident, the trained operator counsels the driver in order to:

- Ensure no one is injured
- Establish whether the vehicle is drivable
- Advise the driver, if a third party is involved, to:
  - Not admit liability
  - Obtain third party details
  - Notify their insurance company and confirm the approved repairer
- Organise tow trucks and alternative transport and relay messages where required.



## Service Summary

Services	Description	Inclusion
Tele-Assist	By calling <b>1800 004 588</b> we provide general advice about the operation of the vehicle providing an over the phone diagnosis if the vehicle is immobilized.	Yes
Australia Wide Cover	We provide 24 hours a day, 7 days a week, 365 days a year nation wide cover.	Yes
Flat or Faulty Batteries	We will jump-start a flat battery or co-ordinate a battery replacement where necessary.	Yes
Flat Tyres / Damaged Wheel	We will either: (a) change a flat tyre using the vehicle's serviceable spare; or (b) transport the vehicle to an approved tyre outlet if necessary.	Yes
Towing / Transportation	If a vehicle cannot be mobilised at the breakdown location, we will transport it to the nearest Interleasing authorised service facility.	Yes
Overnight Storage	If the breakdown has occurred after hours and the vehicle cannot be taken directly to an Interleasing authorised service facility, we will arrange to store it at a secure facility and deliver it to a recommended repairer on the morning of the next business day.	Yes
Emergency Message Relay	(a) Relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay. (b) Provide advice on local transport options.	Yes
Emergency Fuel (Petrol / Diesel)	We will provide sufficient fuel for the driver to reach the nearest available re-fuelling facility. In the case of LPG fuelled vehicles, we will tow your vehicle to the nearest refuelling facility.	Yes
Replacement of Lost Keys / Emergency Vehicle Access	If the keys have been locked in the vehicle or lost, we will provide emergency assistance that is reasonable in the circumstances including but not limited to: (a) gain access to the vehicle, (b) locate and deliver a spare key, (c) arrange for the customer to retrieve a spare key if more practical.	Yes

## ProAct Accident Management Program

Productive time lost through accidents can be controlled. If you can measure it, you can manage it!

When an accident occurs it's reassuring to have an effective, efficient and experienced accident management procedure in place.

From the moment our team takes your driver's call we can control the repair and claim process. We work to get your vehicle back on the road as soon as possible, to get the driver on their way again. This means your driver is not delayed in completing any paperwork as part of the claim process. All reporting requirements are complete with one call incurring minimum 'down time'.

### Advantages of the ProAct Program

Keep it simple	Electronic claims process removing process confusion and administration by calling one toll free number – <b>1800 004 588</b> .
Electronic claims notification	Electronic notification of every incident can be put in place for your staff.
Reduced productive time losses	We effectively work with our repairer network to minimise off-road time and work to return vehicles to your drivers as soon as practical. (free collection and delivery service in capital cities).
Personal loss and damage	We will attempt to pursue for recovery of the costs to replace items.
Reduced direct repair costs	We have developed a national network of approved repairers who work to agreed standards and conditions and labour rates.
Vehicle replacement	We include the rental vehicles whilst vehicles are being repaired, eliminating pick up, drop-off and paperwork.
Flexible cost reporting	Our billing can be tailored to internal cost centres either individually or grouped to suit your needs.
Uninsured loss recovery	We identify uninsured loss claims which can include damages for personal injury, cost of repair or written off value, insurance policy excess and recovery charges.
On-Line Interactive Web Reporting	On-line secure reporting access to assist you in analysing your fleet performance and trends.* <i>(*On-Line Interactive Web Reporting available under Premium program only).</i>

## Select A Program To Suit You

### How the program works

We understand that a 'one size fits all' approach is not the best and most practical method to deliver a product solution to our customers and their businesses. For this reason Interleasing offer a two-tier accident management program.

#### BASIC ProAct Incident Management (Tier One)

Standard service inclusions;

- 24 hours a day, 7 days a week coverage
- towing to repairer or holding yard or onwards transport
- emergency communication to others
- after hours rental vehicle supply
- insurance claim management and lodgement
- repair assessment services and repair time management
- repairer selection
- cost control and authorisation management of the repair
- third party recoveries
- assessment services for non-insurance repairs

Reporting

- basic quarterly reporting of all new claims lodged and expense analysis

#### PREMIUM ProAct Accident Management (Tier Two)

All Tier One standard service inclusions standard plus;

- customer specific form creation
- electronic claims notification to multiple recipients
- automatic non/insurance repair authorisation to prescribed limits
- financial claims management
- third party demand administration

Reporting

- "Fleet Damage Manager"- live electronic claim access
- exception reporting
- comprehensive accident management reporting

Advisory

- motor vehicle accident policy creation and implementation
- cumulative damage management
- monthly driver safety awareness tips

## ProAct Accident Management Program

### How we control costs and get your vehicles back on the road

Interleasing has Service Level Agreements with all repairers to ensure your vehicles will be treated as a priority. Measurable KPIs have been established with every repairer:

- Work must commence within 24 hours of approval
- All repairs and paintwork have a lifetime guarantee
- Genuine parts must be used to repair all late model vehicles
- A 20-point quality check is conducted before completion
- A loan car will be made available where possible
- Repaired vehicles are returned with a free internal and external cleaning.

### Why choose Interleasing?

- We help you identify cost savings and effectively manage costs on your behalf
- We never compromise on safety
- We have many years of practical experience we can share
- We provide relevant solutions to suit your individual needs
- Our people deliver!

We do the work – you monitor progress. It really is as simple as that.



## Driver Training

With new Occupational Health & Safety legislation such as the Workplace Fatalities laws holding companies responsible for their employees' accidents, driver training has never been more important.

Driver training can also help raise productivity and reduce overall running costs. For example:

- A trained driver is statistically less likely to have accidents, all of which attract cost and interrupt workflow
- Insurance premiums can reduce significantly
- Improved skills can significantly reduce fuel consumption
- Vehicles are usually in better condition at lease-end, returning higher resale and lower overall running costs
- Training can lower driver stress and raise job satisfaction and enjoyment, lowering absenteeism and staff turnover.

Interleasing has joined with the premium driver training institute, Murcotts Driving Excellence Pty. Ltd, in developing defensive driver training courses expressly for today's corporate drivers. The courses employ practical systems for drivers to minimise risks and improve safety margins.

Theoretical and practical training sessions assist in:

- Understanding the environmental, safety and economic benefits of safe driving
- Increasing hazard perception, risk assessment and risk management skills
- Reducing risk taking behaviours
- Increasing defensive and protective driving skills
- Increasing insight into own driving behaviour
- Maintaining a safe vehicle environment
- Ensuring competence in basic vehicle control

## Driver Training Programs

### LEVEL 1 Defensive Driving Training Program

A one day program suited to drivers of regular passenger vehicles (including four-wheel drives and light commercial vehicles) with a mix of practical and theoretical sessions.

Elements of the program include:

- HAZARD DETECTION - LOOK UP - STAY BACK the technique and skill of reading ahead and identifying hazards
- VEHICLE SAFETY - checklist, driving position, tyres and pressures
- PRACTICAL LEARNING - understanding the relationship between reaction time, speed and stopping distances
- VEHICLE DYNAMICS - understanding what causes skids and vehicle instability
- KEY ROAD LAWS - practical interpretation

### LEVEL 2 Defensive Driving Training Program

A day of advanced driving tuition that is a practical activity based program delivered only at Racetracks. The prerequisite is that the Level 1 course has been successfully completed.

Elements of the program include:

- The use of the controls including gears (auto & manual), brakes and steering and identifying hazards
- Selected manoeuvres conducted at Freeway/Highway type speeds in safe environment
- Risk-taking and the consequences
- Slalom and cornering manoeuvres concentrating on vision placement skills, smoothness, balance and vehicle dynamics
- Collision avoidance training
- Wet road driving
- Revision of defensive and protective systems
- Certificate issued on completion of program
- Participants must be licensed and supply own vehicle and sign an indemnity prior to participating in the practical driving.

## Interleasing Fleet Assistance Program manages all your fleet issues – so you can manage your business.

Both ProAct Accident Management program and Driver Training are optional services and attract an extra charge to the lease rate. Roadside Assistance on the other hand, is a standard service and is part of every Interleasing-financed lease.

# Interleasing

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