

Congratulations, your Novated Lease is now active!

Online Driver Portal

Once you have provided your registration number, you will receive an email containing your username and temporary password along with a user guide for our online Driver Portal.

The Driver Portal will allow you to:

- View your driver account balance
- Submit a reimbursement claim
- Update your odometer reading (via an enquiry)
- Update your personal details (via an enquiry)
- Change your password

Reimbursements

LeaseXpress processes reimbursements every Friday. To ensure your claim is included in that week's reimbursement, please submit it via the member portal by the close of business on Thursday.

Please note that reimbursements are subject to your account balance. If sufficient funds are not available, the claim will be processed once the balance allows. Additionally, reimbursement payment days may vary at the end of the month or during public holidays.

Reimbursements for electricity costs incurred charging your EV

Under current legislation, drivers must select one method for reimbursing electric vehicle charging costs for the duration of their lease. The two options are:

- **Charging at Commercial Charging Stations:**

Retain a detailed tax receipt for each charging transaction and attach it to your reimbursement claim. Note that screenshots of bank transactions or credit card dockets are not acceptable as tax invoices for reimbursement purposes.

- **Charging at Home:**

Receive a reimbursement of 5.47 cents per kilometre travelled. To claim this reimbursement, include a picture of your odometer reading and a copy of your most recent electricity bill showing your name and the address we have on file.

Once a method is chosen, it must be maintained throughout the lease term.

Insurance

If you have opted to use the LeaseXpress Novated Comprehensive Insurance, you will shortly receive an email containing your Certificate of Currency and PDS.

To make a claim with QBE:

- **Phone QBE:** 1300 112 749
- **Quote policy number:** AV LEASENO MVF
- **Registration number:** Your Registration Number

If you are using your own insurance, please provide a copy of the Certificate of Currency as soon as it is available. If you have a budget set up for insurance, you may submit reimbursement claims for the premiums, which will be processed once you have accrued sufficient funds in your account.

Maintenance & Tyres

Leasexpress has partnered with AutoGuru to simplify vehicle maintenance. To find an approved repairer, use the **Leasexpress Merchant Finder** and call your preferred repairer to book directly. On the day of the service, please let the repairer know your vehicle is managed by Leasexpress with approvals via AutoGuru.

Go to: [Leasexpress Merchant Finder](#) ›

Roadside Assistance

If you have opted to use our Roadside Assistance Program and require assistance, please call NRMA directly using the number below.

Phone: 1300 397 693 (24hrs a day)

Salary Deductions

A Payroll Setup Confirmation email will be sent to the relevant contact at your employer shortly. If you have any queries relating to your salary deductions, you should direct those to your payroll team in the first instance.

Registration/ CTP

Upon receiving a renewal notice for your registration/CTP, please forward it to us so we can process this payment on your behalf. Please keep in mind that we are only able to make payments if you have sufficient funds in your account to cover the correspondent expense. Please make sure to send us the renewal notices no less than 2 weeks before the due date.

Email: reimbursements@leasexpress.com.au

Important Telephone Numbers

A complete and concise listing of all important telephone numbers is attached for your reference. In addition, they will appear on the home page of your driver portal.

Go to: [Leasexpress Important Numbers & Members Page](#) ›

Go to: [Leasexpress Driver Portal](#) ›

If you have any questions or require further information, please contact the fleet management team.

Phone: 1300 36 36 30 (option 2)

Email: customerservice@leasexpress.com.au

Kind regards



Randall Wright
Chief Executive Officer