



24/7 Support and Roadside Assistance

When your drivers are on the road, you need to know that they will be safe and have someone to call 24/7 no matter what their motoring issue is.

Fleetcare 24 hour Support and Roadside Assistance

We provide a single number that does it all; breakdown, out of fuel, accident, advice on where to take your vehicle for servicing, the lot. Your drivers can even call and get technical information on the car they are driving, fuse location, tyre pressures or any other technical information they might need.

24/7 support with Fleetcare means that your drivers only have one number to call for any service they may require. Our operators can put your driver through to additional service organisations if needed. All in all, it's a one-stop shop.

Unlike traditional Auto Club membership, any additional charges are carried by Fleetcare and billed back to the client via the monthly transaction report at a vehicle level. This means your drivers will not have to pay from their pocket for any parts or services provided; it also saves you from the hassle of reimbursing your drivers.

For vehicles exceeding 3.5 tonnes, the arrangement of the services are free but all call out, courier and component costs are billed to you through your monthly Fleetcare invoice.



Product Highlights

1. *One number to call for all of your drivers needs.*
2. *Your drivers never need to pay for items themselves, so no more reimbursing them for fuel or parts, everything is paid for by Fleetcare.*
3. *Your entire fleet is covered by the one service, you don't need to worry about expiring manufacturers roadside.*

Benefits and Entitlements

Roadside Assistance – Fleetcare will rectify, where it is possible and safe to do so, most common breakdown related problems including minor roadside repairs.

Technical Advice - Telephone technical advice will be provided in relation to the vehicle operation, any safety warnings or lights that may appear, or technical and mechanical information regarding the vehicle.

Maintenance Enquiries – Telephone assistance will be provided with regard to the servicing needs of the vehicle, including tyres, windscreens and general repairs.



Fuel cards – Assistance will be provided in attending to lost, stolen or inoperative fuel cards. If a client is at a service station and a card is rejected, Fleetcare will provide an alternative payment method to the service station and the purchase will be billed back to the client.

Battery and Parts Replacement – Fleetcare will cover the cost of any labour used to facilitate the roadside repair of any warrantable failures.

Emergency Fuel – We will arrange for either the delivery of an emergency supply of fuel where possible and where government regulations permit or transport your driver's vehicle to the nearest refuelling station.

Key Replacement, Locksmith Service or Courier Service - Where the key has been lost or stolen, or has been locked inside the vehicle, Fleetcare will either arrange for the driver's spare key to be delivered to the client or arrange for a locksmith to attend. The client will be



responsible for any costs.

Towing - In the event the driver's vehicle is immobilised or is unsafe to drive, Fleetcare will transport the vehicle to any authorised repairer at our preferential fleet rates.

Dealership Follow Up - In cases where the vehicle has been transported to a dealer or an authorised repair centre after a breakdown, Fleetcare will follow up every case to ensure that the vehicle is back on the road as soon as possible.

Urgent Message Relay - In the event of a breakdown, Fleetcare can connect the driver through to family members, friends or business associates to notify them of any possible delays.

Accident Coordination & Towing Where the driver's vehicle has been involved in an accident, Fleetcare will arrange to transport the vehicle to either a Fleetcare preferred accident repairer or a repairer of your preference.

Off-Road Recovery Assistance – In the event that a vehicle is immobilised while located in an area not generally accessible by standard 2-wheel-drive recovery vehicles, Fleetcare will arrange appropriate specialised recovery and transport assistance.

Service Locator – When drivers are travelling outside of their local area it can be difficult to locate repairers or service stations. Fleetcare, can assist with locating the closest appropriate dealership, service station, repair workshop, tyre, or windscreen outlet anywhere in Australia.

Fleetcare is the No 1 Australian-owned independent fleet management company.

We help our clients by simplifying the management of their vehicle fleet. No matter how complex. No matter what size. We're good at it because that's all we do and we do it with a passion.

Discover for yourself why Australia's leading companies are choosing Fleetcare.

To find out why Australia's leading companies are choosing Fleetcare's Roadside Assistance programme, call 1300 655 170 or visit us at fleetcare.com.au



fleetcare

our name... our task... our passion

T 1300 655 170 F 1300 655 171

fleetcare.com.au

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