



Keep me in your glove box

Driver Pack

Everything you need to know about
your beCarWise novated lease



Welcome to beCarWise!

Thank you for choosing beCarWise to assist with the smartest and most cost effective way to run your vehicle.

This guide is your go-to information pack for managing your novated lease. Keep this in your glove box so you have all the information handy when you need it.

Can't find something
you're looking for?

Our team is here to help!

Client Portal



Let's get you on the road

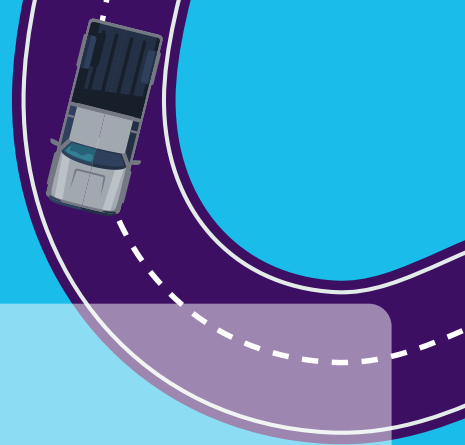
Your beCarWise Fuel Card



Your novated lease includes complimentary fuel cards, linked directly to your beCarWise account.

Your BP 4-digit PIN has been created for you. It is your birth month and year (mmyy). Your Ampol PIN is created when you first use the card. You can change your PIN to any 4-digit number at any Ampol or BP site with an EFTPOS machine.

**Find your
nearest
service
station:**



Reimbursements

Budgeting is simple with a novated lease. All your vehicle running costs can be reimbursed to your personal bank account within two business days*. These costs include registration, insurance, repairs, servicing, tyres and you can even include your car washing.



*Please note: you will need to have sufficient budget surplus and your employer will need to be up-to-date on their payments to beCarWise in order for us to process reimbursement requests.

How to make a claim:

1. Visit our Client Portal
2. Go to Make a Claim
3. Enter your login details:



Your email address



Your vehicle registration number

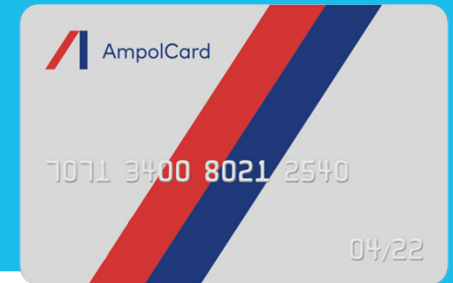
(All capitals, no spaces)

Make a Claim:



Vehicle Management

Servicing & Tyres



Managing your vehicle's servicing and tyre expenses is simple with your AmpolCard.

Ampol has partnered with AutoGuru, giving you access to servicing and tyre discounts at over 5,000 outlets across Australia.

Merchants that accept the AmpolCard card are listed on the Ampol Merchant Finder which can be accessed via our client portal or the QR Code below.

Simply advise the merchant to call the Service and Authorisation number on the reverse side of your Ampol fuel card and the AutoGuru team will take care of everything on your behalf.



Please note: If your chosen outlet is not on the Ampol program, simply pay yourself and lodge a reimbursement.

**Find your nearest Ampol
AutoGuru service provider:**



Vehicle Management

Registration & Insurance

Each year your registration, CTP (Compulsory Third Party) and comprehensive insurance renewal notices will be mailed to your vehicle's registered address. Your two renewal options are:

Option 1: beCarWise pay on your behalf

1. Scan or photograph your registration and insurance renewal papers (ensuring details are legible)
2. Email the papers to novated@becarwise.com.au
3. beCarWise will make payment directly and send a confirmation email once complete
4. Please ensure the renewal paperwork is emailed to beCarWise at least 10 days prior to payment falling due

Option 2: Pay directly and be reimbursed

1. Renew registration and insurance, making all necessary payments
2. Submit a request for reimbursement of payment using our Client Portal
3. Attach your supporting documentation ie. registration and insurance papers, to your reimbursement request (max size 5MB. Combine into a single file before upload)



Please note: If you don't receive a payment confirmation from beCarWise, please contact us on 1300 734 500 as soon as possible. It is the responsibility of the driver to ensure the vehicle is registered and insured at all times.

**Request a
Reimbursement:**



Contact Details & Important Numbers

Our Novated Support Team is here to answer any questions you may have, such as:

- 🚀 Budget adjustments
- 🚀 Change of employment
- 🚀 Lost cards
- 🚀 PIN resets
- 🚀 General lease questions



Keep these numbers handy...

- Roadside Assistance & Emergency Batteries 24/7
1300 734 500, option #4
- Vero Insurance Claim
1800 222 043
- Suncorp Insurance Claim
13 25 24
- Allianz Insurance
13 10 00

beCarWise Roadside Assistance

All beCarWise novated leases include Roadside Assistance for the life of the lease, so you can drive with peace of mind knowing beCarWise has you covered.

Insurance Claims

To lodge an insurance claim please contact your insurer directly and follow the claims process, usually available 24 hours a day / 7 days a week.

Did you know?

1. You can novate more than one car
2. You can lease any car owned outright or that's under current finance
3. We can sell your existing car for you
4. We access all available fleet discounts for your next new car



becarwise.com.au/client-portal



novated@becarwise.com.au



1300 734 500

