

# MiDiamond Fleet / Leasing



## DRIVER'S GUIDE

**Welcome to your new vehicle with  
MiDiamond Fleet Leasing.**

Keep this guide handy to help with any questions  
you may have about your vehicle.



**1300 020 272**

# We're committed to delivering all the help you need to make driving and managing your vehicle easy and enjoyable.

Take a few moments to read through this guide to learn about some of the key aspects of driving a MiDiamond Fleet Leasing vehicle.

## We've got you, 24/7

Our national roadside assistance is available 24/7, because we know that cars don't just break down during office hours!

Try to move your vehicle to a safe area, turn your hazard lights on, and then call us on **1300 020 272** (select **option 1**). We can assist with:

- a flat tyre.
- a flat battery (jump start, battery test completed).
- a replacement battery (the battery will be charged to your running costs budget).
- a lockout (locksmith services will be charged to your running costs budget).
- fuel – if you run out, we'll organise enough fuel to get to the nearest petrol station or, organise a tow if fuel isn't available.
- a mechanical breakdown.
- a tow – if your car needs towing, we'll organise this.

## Maintenance, repairs, windscreens and tyres

One call is all it takes to your vehicle booked for service and repairs.

Simply call us on **1300 020 272** (select **option 2**) for:

- Scheduled vehicle servicing
- Mechanical repairs and maintenance
- Tyre replacement
- Windscreen repair or replacement

# Need roadside help now?

## Call 1300 020 272.



### Registration & CTP renewal

If your lease includes registration & CTP renewal, we will organise this for you. We will make all necessary payments on your behalf and ensure your vehicle is covered at all times. If you receive a Registration Renewal from the relevant State Authority, please forward on to: [sales@midiamondfleetleasing.com.au](mailto:sales@midiamondfleetleasing.com.au).

### Fuel cards

Where your lease includes fuel cards, we will send them to you shortly after your vehicle is delivered.

If your card is lost or stolen, call us immediately on **1300 020 272** (select **option 3**) to cancel the old card(s) and get replacements to you.

Please don't forget to take note of the odometer reading each time you visit a service station, as you'll be asked to input this into the payment terminal when you swap for payment.

### Traffic infringements

**Please pay traffic infringements and parking tickets promptly.** We will forward any notices we receive to your company for payment. Failure to pay fines will result in additional costs.



## Fair wear and tear

Find a copy of our fair wear and tear guide [here](#) or visit [mitsubishi-motors.com.au](https://mitsubishi-motors.com.au).

## Accident management

If you are involved in an accident – regardless of fault – here are some important things to do.

1. Turn your engine off and turn on your hazard lights.
2. If people are injured, call 000 immediately.
3. Obtain all relevant details from the other parties (use the checklist provided).
4. If the owner of any damaged property isn't present, call the police.

The easiest way to document an accident for insurance purposes is to take photos on your mobile phone. Be sure to capture:

- an up-close photo at the point of the collision.
- a photo of the vehicles involved.
- a wider view showing the full accident scene.
- photos of any other damaged property.
- a street sign or other landmark nearby, to confirm the accident location.
- a photo of the number plate of any other vehicle involved.
- a photo of the driver licence, if other drivers are involved.

## Call 000 if:

- any party involved fails to stop or exchange information.
- anyone is injured.
- any of the parties involved appear affected by drugs, alcohol or are behaving aggressively.
- public property (e.g., telegraph pole) is damaged.
- a bus or truck is involved and needs to be towed.



# Details of accident

If you have an accident, please fill out this form at the scene. It can also be helpful to take photographs with your mobile phone.

Date:

Time:

Day (light)

Night (dark)

Place of accident:

Condition of road:  Wet  Clear  Dry  Overcast  Raining

## Other vehicle

Name of other driver:

Address:

Phone No.:

Driver's licence No.:

Registration No.:

Insured by:

## Witnesses

Witness 1 name:

Witness 2 name:

Address:

Address:

Phone No.:

Phone No.:

## Damage to property

Damage:  Car  Premises  Fixtures (e.g... fence, lamp post etc.)

Other (please explain):

## Any other notes

Note: The estimated speed the vehicles were travelling at the time of the accident; traffic, road, and weather conditions; maneuverer's being undertaken; signalling or lack of etc.

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# MiDiamond Fleet / Leasing



[sales@midiamondfleetleasing.com.au](mailto:sales@midiamondfleetleasing.com.au)

Call **1300 020 272** to contact our support team:

Breakdown ..... **press 1**

Accident ..... **press 2**

Servicing ..... **press 2**

Customer support ..... **press 3**