

# CBB Novated Leasing Frequently Asked Questions

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## Welcome to CBB Novated Leasing

Welcome to CBB Novated Leasing. We are pleased to support you throughout your novated lease journey.

Use this guide to understand how your lease account works, how budgets and available funds are managed, and what to do when arranging payments, submitting claims, or managing your vehicle.

### How Your Novated Lease Account Works

Your novated lease account is funded through payroll deductions made each pay cycle.

Funds accumulate progressively and are used to pay eligible vehicle-related expenses included in your lease budget.

## Budgets and Available Funds

### How are my budgets calculated?

Your budgets are estimates designed to cover expected vehicle expenses such as:

- Fuel
- Servicing and maintenance
- Registration
- Insurance
- Tyres
- Roadside assistance (where applicable)

**Budgets are prepared using:**

- Vehicle type
- Estimated annual kilometres travelled
- Vehicle location
- Industry average running costs
- Information available at the time your proposal was prepared

### Are the budget amounts guaranteed?

**NO.** The budgets included in your proposal are estimates only and may not reflect your actual vehicle expenses.

Your actual costs may be higher or lower depending on:

- Driving habits
- Distance travelled
- Fuel consumption
- Location
- Maintenance requirements
- Insurance costs

## Why are my available funds low when my lease starts?

Your account may have little or no available balance at the start of your lease, as funds accrue progressively from each payroll deduction.

It is therefore normal for available balances to be lower during the early stages of your lease.

## Can expenses be paid at any time?

**NO.** Vehicle expenses can only be paid or reimbursed when sufficient funds are available within both the relevant budget category and your overall lease account.

## What happens if my expenses are higher than budgeted?

If your actual expenses differ from the original estimates, your budgets may be reviewed and adjusted during the lease term.

We recommend regularly monitoring your spending and available balances to help ensure your account remains appropriately funded.

## Who is responsible for monitoring my budgets?

You are responsible for monitoring your account, available funds, and spending patterns, and for advising CBB if your circumstances change or you believe your budget allocations are no longer suitable.

## Important Changes to Tell Us About

Please contact us as soon as possible if any of the following occur:

- Extended leave (parental leave, unpaid leave, long service leave, etc.)
- Changes to annual kilometres travelled
- Changes to insurance arrangements
- Changes to employment status
- Significant increases in vehicle running costs
- Vehicle written off or stolen
- Extended periods where the vehicle cannot be driven

Early notification helps ensure your lease remains appropriately funded.

## Using Your Vehicle Day to Day

### When will I receive my WEX Motorpass fuel card?

Your WEX Motorpass card is generally issued within approximately 10 business days from lease commencement.

### What can I use my WEX card for?

The card can be used for approved vehicle-related expenses for your leased vehicle, including:

- Fuel
- Oil
- Servicing
- Tyres
- Car washes

Please only purchase the fuel type recommended for your vehicle.

### What if I pay for fuel myself?

You may submit a reimbursement claim by providing:

- A completed Expense Reimbursement Claim Form
- Tax invoice
- Proof of payment

Reimbursement is subject to available funds in your account.

### What if my card is lost, damaged, or I forget my PIN?

**Contact CBB Novated Leasing:**

- Email: [novated@cbb.com.au](mailto:novated@cbb.com.au)
- Phone: 1300 763 505

## Servicing and Maintenance

### Where can I service my vehicle?

You may use your preferred repairer or service centre.

Before booking, check whether the provider accepts the WEX Motorpass card.

If they do not accept WEX, you will need to pay the expense yourself and submit a reimbursement claim.

## Where can I purchase tyres?

You may use:

- Any WEX-approved tyre supplier
- Tyrepower (Quote customer code THI3220)

## Vehicle Registration

### Who is responsible for renewing my car registration?

Your vehicle is registered in your name, and renewal notices are sent directly to you.

**You remain responsible for ensuring registration is renewed** before expiry, regardless of whether CBB is making the payment.

### How is registration paid?

#### Option 1 – Direct payment by CBB

Send the following:

- Registration renewal notice
- Payment Request to Supplier Form

Please submit these documents at least 10 business days before the due date.

#### Option 2 – Pay personally

You may pay the registration yourself and submit a reimbursement claim.

### What if registration falls due shortly after my lease starts?

If registration falls due shortly after lease commencement, sufficient budget funds may not yet have accrued. In these circumstances, you may need to pay the expense yourself and seek reimbursement once sufficient funds are available.

## Comprehensive Insurance

### How are insurance premiums paid?

#### **CBB Insurance Program**

Premiums are paid monthly to our fleet partner from your insurance lease budget.

There is no action for you to submit claims, your premium is paid automatically.

#### **Own Insurance Policy**

- Submit renewal notices for direct payment (funds permitting), or
- Pay personally and seek reimbursement

### Can monthly insurance payments be reimbursed?

**NO.** If you pay your insurer monthly, reimbursement requests can only be submitted quarterly or annually as this allows appropriate funds to accrue.

## Claims, Reimbursements and Supplier Payments

### How do I submit a reimbursement claim?

#### **Submit the following:**

- Completed Expense Reimbursement Claim Form
- Tax invoice
- Proof of payment

Claims may also be submitted through the Driver Portal where available.

### When will I receive reimbursement?

Claims can only be reimbursed when sufficient funds are available within your lease account and the relevant budget category.

Reimbursements can take up to 10 business days to process.

To ensure your reimbursement is processed efficiently, please ensure that you provide all the relevant documentation at time of submission.

## Supplier Payments

### Can CBB pay suppliers directly?

**YES.** CBB may pay suppliers directly for eligible expenses, including:

- Registration renewals
- Annual Insurance premiums
- Roadside assistance renewals

**To arrange payment, provide:**

- Payment Request to Supplier Form
- Copy of invoice or renewal notice

Please submit documents at least 10 business days before the due date to allow sufficient processing time.

## Accidents and Vehicle Off Road

### What should I do if I have an accident?

If you are insured under CBB's insurance program, please follow the claims instructions provided with your insurance documentation.

If you are insured elsewhere, please follow your insurer's claims process.

### What if my vehicle is off the road?

Keep records of the dates the vehicle is unavailable due to:

- Accident repairs
- Mechanical breakdown
- Insurance claim repairs

This information may assist with Fringe Benefits Tax (FBT) reporting requirements.

## Expenses Not Included in Your Lease

The following expenses are generally not included in your lease and must be paid personally:

- Road tolls
- Parking fees
- Traffic fines
- Driver's licence renewals
- Accessories fitted after vehicle delivery
- EV charging cables and related installation costs

## Leaving Your Employer

### What happens if I leave my employer?

A novated lease generally ceases when your employment ends.

#### At that time:

- You become responsible for finance repayments and vehicle costs
- Lease protection insurance may apply (if included)
- The lease may potentially transfer to a new employer
- A final reconciliation will be completed

## Selling or Replacing Your Vehicle Early

### Can I end my lease early?

**Yes;** please contact CBB Novated Leasing before making arrangements so we can discuss your available options.

## End of Lease

### What happens when my lease expires?

Approximately three months before the end of your lease, we will contact you to discuss available options.

#### You may choose to:

- Refinance or extend the lease
- Commence a new lease
- Purchase the vehicle by paying the residual value plus applicable GST

### What happens to any surplus or shortfall?

#### At lease end:

- Surplus funds may be refunded or transferred
- Shortfalls will need to be paid

A final account reconciliation will be completed.

## Need Assistance?

**Phone:** 1300 763 505

**Email:** [novated@cbb.com.au](mailto:novated@cbb.com.au)

**Website:** [www.cbb.com.au](http://www.cbb.com.au)

## Our team is available to assist with:

- Budgets and available funds
- Reimbursements and claims
- Supplier payments
- WEX Motorpass enquiries
- Changes in personal circumstances
- End-of-lease options

We look forward to supporting you throughout your novated lease journey.