

Stress-free Accident Management



Nobody likes to have their fleet vehicles off the road, but let's face it, accidents do happen.

At FleetPartners, we understand the time and cost involved in managing accidents involving fleet vehicles – not to mention the personal costs to your staff.

FleetPartners' new Accident Management Service helps take the pain out of accident management and get your fleet back on the road as quickly and efficiently as possible.

A complete, hassle-free accident management solution, FleetPartners Accident Management suits any size fleet and any type of passenger or light commercial vehicles.

For clients, this means less vehicle downtime and more productive utilisation of resources.

With FleetPartners Accident Management, our team of experts will manage the process from the time the accident is reported until we get you back on the road.

From this information we can also provide you with post-accident data to help manage risk, costs and downtime.

According to FleetPartners' Managing Director, Dennis Kelly, the service is available with just one call.

"A key benefit of FleetPartners Accident Management is its simplicity. In the event of an accident all it takes is one call to organise transport for you and your passengers, as well as pick up or towing of your damaged vehicle. We take care of your insurance claims and assessments, organise and guarantee the repair work on your car and keep you informed every step of the way," he said.

Driver Information Pack

To assist drivers in the case of a possible accident, FleetPartners vehicles are delivered with a Driver Information Pack. This pack includes information on everything from caring for your vehicle, i.e. maintenance and service, through to a fair wear and tear guide. An easy peel-off wallet card with key contact numbers is also included, which gives drivers instant access to Breakdown and Accident Assistance.

FleetPartners Accident Management packages includes:

- 24/7 driver assistance
- 24/7 claims lodgement/incident lodgement
- Insurer liaison – incident notification
- Vehicle repairs and time management
- Cost evaluation and review
- Arrangement and management of replacement vehicles
- Claims tracking, review and appropriate follow-up activities
- Client consultation
- Data gathering and analysis from drivers for use in risk and safety management
- Reporting.

Additional to this, FleetPartners also provide assistance for companies who are self insured.

For further information on self insured company coverage or to find out more about FleetPartners Accident Management, please contact your Relationship Manager or one of our Business Development Managers on 0800 372 632.

Keeping safe this winter

Tips and advice for staying safe when driving New Zealand roads this winter.

Tyres – Check to ensure your tyres have plenty of tread for extra grip on winter roads. If travelling in alpine areas always carry chains and other safety equipment.

Brakes – Wet, slippery and icy road conditions can dramatically increase breaking distances in winter. Faulty brakes can be fatal so have your brakes professionally checked. Replace if worn.

Ventilation – As most driving in winter is done with the windows up be sure to check your exhaust system is operating properly and that ventilation systems are working correctly.

Lights – Rain, snow and the low winter sun can all affect visibility. Inspect your vehicle lights and replace any broken bulbs.

Fluids – Avoid breakdowns by regularly checking fluid levels. Add antifreeze if travelling to the snow.



Changing with the times

How FleetPartners is helping customers survive the downturn

Partnership, lateral thinking and a shift in business strategy are all needed if New Zealand businesses are to survive the current economic downturn.

FleetPartners Managing Director, Dennis Kelly, said fleet managers had to shift their thinking in line with the changing economic environment.

"Throughout 2009 we have been advising our clients to review their fleet management strategies with a view to reducing cost and locking in secure, long-term funding. By working in partnership with clients we have been able to achieve both outcomes, leaving them in a strong position when the economy eventually rebounds as it inevitably will," Mr Kelly said.

"It is important not to get too negative and to remember that there are plenty of things companies can do now to reduce their costs without losing their competitive edge or sacrificing sales.

"One of the benefits of having a strategic fleet partner like FleetPartners is our knowledge and products. We have more than 30 years experience in fleet finance and a range of products like Econolease that are purpose-built to deliver fleet efficiencies," Mr Kelly said.

Credit is king

The drying up of credit caused by the global financial crisis (GFC) has had profound implications for New Zealand's fleet leading industry (and the wider banking sector).



The most obvious impact is that many finance companies have closed their books until they can source new funds. Credit has also become more expensive for both lenders and businesses.

For FleetPartners, however, it is a case of 'business as usual' thanks to careful planning earlier in 2008 that saw the company lock in long-term funding sources before the GFC hit our shores.

Mr Kelly said the funding arrangements put FleetPartners in a strong position to assist customers through the economic downturn.

"As credit conditions have tightened, the fleet industry has really seen a major shake-out with some players exiting the stage altogether while others have closed off their books or scaled back.

"FleetPartners is very well placed. We are strong, we have locked in funds and we are growing our business by helping existing and new customers through this downturn," Mr Kelly said.

But he warned that no company could afford to rest on its laurels, particularly with most forecasters predicting the downturn will last until at least the end of the year.

New FPNZ Chief Operating Officer charts course for growth, innovation

Tony Williams

Chief Operating Officer
FleetPartners New Zealand



As FleetPartners' new Chief Operating Officer in New Zealand, Tony Williams is focussed on the big picture.

"My role involves looking across the whole business and ensuring it delivers what it says it will in terms of the business plan and that we are on track to meet our budgets".

Born and bred in Wales, Tony spent the past 22 years working in senior roles within the leasing, remarketing and vehicle manufacturers sector- most recently based in Manchester.

But while holidaying in New Zealand a few years ago, he fell in love with the people, the lifestyle and the geography. So when the opportunity arose about joining FleetPartners and moving to New Zealand, he jumped at the chance.

According to Tony, the size and maturity of the UK leasing market can offer important lessons for New Zealand.

Drawing on insights and knowledge gained from the UK and European fleet industry, Tony is hoping to bring some

"first mover advantage" to his role at FleetPartners.

"FleetPartners is quite resilient in the midst of the worst recession we have seen. It has held up remarkably well thanks to the successful introduction of products and quick implementation by the team responding to the challenging economic landscape. This ability to act quickly gives me a lot of confidence in the future".

Leaders present at FP Executive Breakfast



The future of the New Zealand economy, fringe benefits tax and the pros and cons of owning versus leasing were top of the agenda at a recent FleetPartners Executive Breakfast in Auckland.

More than 100 guests and FleetPartners customers turned out to hear ANZ Bank Chief Economist, Cameron Bagrie, and Aaron Quintal from Ernst and Young, offer their unique insights into the economy and tax issues surrounding fleet leasing.

Mr Bagrie gave a detailed analysis of the current economic environment, how this affects businesses, and what considerations should be made when making investment and spending decisions.

He also spoke about future growth opportunities and predictions on how the New Zealand economy would perform over the next 18 months.

Has the US economy bottomed?

New ANZ research paints a mixed picture of the global and New Zealand economies. The good news is that recent weeks have brought some evidence that the US economy (a key driver of global and local activity) has reached a turning point. In particular:

- Consumer sentiment has lifted slightly, reaching levels not seen since late 2007
- Initial claims for unemployment benefits have started to decline, reversing a year-long trend
- "Buyer traffic" in the US housing market has increased in recent months
- A key index of manufacturing confidence shows a slight improvement (although confidence remains weak).

The New Zealand economy, however, is yet to find a base. Business confidence surveys are at or near historic lows while

employment and investment intentions are soft. Falling mortgage rates, meanwhile, have done little to lift consumer sentiment.

According to ANZ, the outlook for 2009 will be dominated by four key issues:

- A credit centric shock. Despite signs global credit spreads have eased credit markets are far from normal
- A deep global recession that is set to last through 2009
- Structural changes in the pricing of risk that have seen changes in NZ deposit rates
- New Zealand's heavy reliance on offshore capital, which makes its market more vulnerable to the GFC.

Minimising FBT costs

Given the downbeat economic assessment, the morning's second speaker, Aaron Quintal from Ernst and Young, had everyone's attention.

Speaking about changes to Fringe Benefits Tax and the benefits of owning versus leasing, Mr Quintal offered the following tips for reducing FBT costs in fleets:

- Prohibit private use
- Comply with work related vehicle rules
- Employ restrictive use agreements ("home office")
- Track days when vehicles not available for private use
- Use cheaper vehicles.

The Economic Breakfasts have become a key event for FleetPartners staff and clients, highlighting the added value that FPNZ offers from a strategic business perspective as well as day-to-day fleet management solutions. To attend the next breakfast please speak to your Relationship Manager.

A message from
Dennis Kelly

Managing Director
FleetPartners New Zealand



Welcome to the Autumn edition of FleetView.

With the New Zealand economy struggling under the combined weight of domestic recession and the global financial crisis, it is not surprising that business confidence has weakened considerably.

Certainly, things are tough out there. But amidst the doom and gloom there is also a sense of cautious optimism. Many businesses are refocussing their strategies and looking for ways to become more efficient and more diversified with a view to future growth once the economy recovers.

Our own story mimics the advice we have been giving our clients since the onset of the current downturn: be strategic, be smart in your choice of business partners and seek new ways of confronting old challenges.

When we saw the downturn coming last year we at FleetPartners decided to refocus our efforts around strategic fleet management. In particular this meant working hand-in-hand with our customers to reduce their fleet costs and make their fleets more efficient.

The results speak for themselves. FleetPartners is growing at the same time many competitors have frozen funds or pared back their operations. We are fully funded, we are investing for the future and we have even added some major new clients in recent months.

From our customers' perspective, FleetPartners' strong position in the market means we can continue to offer a range of smart, effective products and services that deliver genuine fleet savings.

By extending an existing contract from say three to four years, customers can immediately lower their monthly rentals. Econolease, meanwhile, can cut lease costs by 30 or even 40 per cent. And these savings are immediate.

I encourage all clients and prospective clients to take advantage of our free Fleet Advisory Service to see how FleetPartners can help better manage their fleet. Our expert consultants will conduct a thorough review of every aspect of your fleet and will come up with a range of suggestions.

Sometimes even the smallest changes can lead to big savings. We recently launched a new Driver Training Program aimed at improving driver efficiency. Just by changing driver behaviour, FleetPartners is helping clients achieve fuel savings of 10% or more.

Until next time, safe motoring.

Getting FIT makes switching fleet companies easy



Want to switch to FleetPartners but concerned about the possible disruption to your business?

With more and more companies choosing FleetPartners for their fleet management and vehicle needs, we're making it easier than ever to switch with a new, dedicated transition program.

The FleetPartners Integration and Transition (FIT) Team works hand-in-hand with new clients, carefully planning every step of the change and ensuring a seamless transition.

Head of Operations and Program Manager, Rob Goodwin, said FIT aimed to take the hassle and pain out of switching fleet management partners.

"One of the first challenges of any fleet provider is managing the transition from a new client's existing provider. To ensure a hassle-free experience throughout this potentially difficult exercise, FleetPartners has developed our own program for the integration of our systems and transition from your existing fleet provider."

The FleetPartners Integration and Transition (FIT) program is designed to ensure that all necessary elements of transition from an existing fleet provider to FleetPartners are clearly identified," he explained.

Mr Goodwin said the FIT program used state-of-the-art project management and business process re-engineering methodologies and consisted of three key stages.

The analysis phase

Every fleet management strategy is different. Accordingly, this phase allows us to understand your existing fleet management services and requirements through detailed data collection and analysis of your current fleet management activities.

The definition phase

During this phase we work with you to redefine your ideal fleet management solution, not just adapt your existing one. This includes the collaborative creation of your company's tailored service level agreement (SLA).

The implementation phase

Once the first two phases are complete, FleetPartners' in-house team of integration and transition specialists continue to work with you to deliver your new, improved and hassle-free leasing solution.

For more information on FIT or to switch to FleetPartners please contact 0800 372 632.

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face2face

Elizabeth Morgan
Customer Services,
Wellington



The best thing about FleetPartners New Zealand is... the people.

There is a very willing attitude to help others (colleagues and customers) that is very motivating.

When I was a child I wanted to...

be a Doctor like my dad, until I realised he spent all day looking up people's noses.

When I grow up I want to...

travel the world on a limitless budget.

It's not fashionable but I love...

opera. My parents were huge opera and classical music fans and despite the lengths I took to avoid it when I was younger, I realised a few years ago that I actually really like it. Luckily my husband does too.

If I were a car I'd be... Penelope Pitstop's convertible, 'the Compact Pussycat'. Like her, I keep everything in my car. But whereas hers is designed for this, my car is just a mess.

I wish I had never...? Not a question that should be considered too often!

My favourite motoring gadget is...

the portable DVD player! After several trans-North Island car trips last Christmas with an active three year old, I would never be without it again.

My ideal weekend... would be a trip away somewhere hot and sunny, early morning coffees and playing on the beach with my daughter and husband, then catching up with family and friends over wine and good food.



Want to share FleetView with your colleagues and friends?

Or maybe you'd like to be taken off our mailing list? Simply email marketing@fleetpartnersnz.co.nz to add or remove your name from our mailing list.