

Corporate Overview

We are your trusted figures in fleet

Since our early days, we've grown a great deal. We're part of the global Toyota Financial Services (TFS) group that delivers innovative mobility related financial solutions across the world.

In Australia, Toyota Fleet Management (TFM) operates as a division of Toyota Finance Australia to support large corporates and small and medium businesses.

We'll work hard to earn the trust of you, our customer. Only by gaining a deep understanding of your business can we add real value. Working together as one, we'll build a collaborative and transparent relationship.

For over 25 years, we've shared good times with our customers, and have overcome many challenges so you can count on us to support your business and share our knowledge with you.

Being a true business partner to our customers is how we've become one of Australia's leading Fleet Management Organisations.

Contents

Introduction	2
Brand Values	4
Corporate Overview	5
Process	6
Customers	7
OneToyota	8
Fleet Management	10
Products and Services	11
Novated Leasing	12
Commercial Vehicles	14
Small and Medium Business	16
Innovation	18
myConcierge	19
ForceField Telematics®	20
ForceField Share	21
Insurance	22

Our values



Unity

We start by immersing ourselves in your business, and work with you to build a lasting relationship.



Expertise

Enjoy working with talented, passionate people who are trained to be fleet experts you can count on.



Transparency

You'll always know exactly what you're getting because we have nothing to hide.



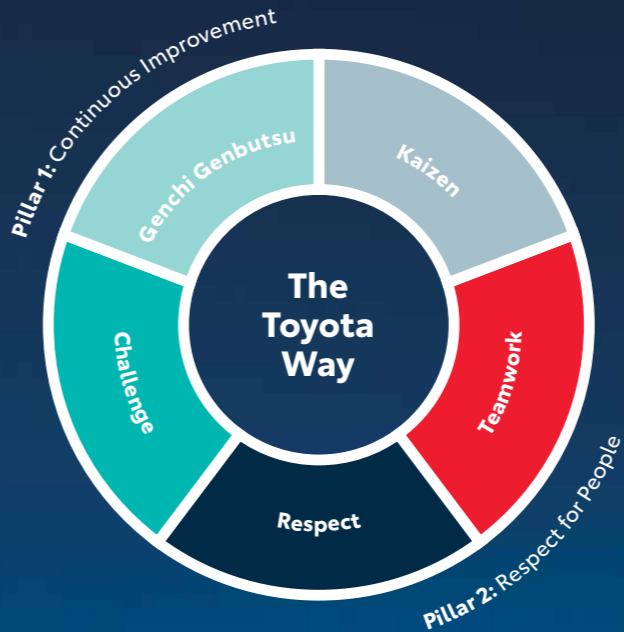
Continuous improvement

Benefit from the Toyota DNA that drives us to develop efficient processes and innovative products to enhance your business.



Consistency

We've supported clients through good times and bad for over 25 years.



How we work with you

At TFM, we're passionate about continuously improving our business and maintaining respect for people.

These are the foundations of the The Toyota Way, a statement of our culture and processes that dates back to the 1900s, which continue to help drive Toyota's success, and can spearhead your success too.

The Kaizen way of thinking

Kaizen is a methodology that drives Toyota employees at all levels to work together – and with you – to achieve continuous improvement through innovation and sharing best practice.

Our annual Customer Survey is a great example. This is where we ask you what we're doing well and what you'd like to see us improve. Your feedback is then implemented, to give you the best fleet products and service possible.



Working on the journey with you

We're more than just a supplier, we earn your trust by working alongside you to understand your needs. Whether you are looking at cost efficiencies, or the right mix of vehicles for your fleet, our goal is to deliver tailored advice to help you keep your business moving.

As an integral part of the Toyota Group, our team has grown and stayed with the business. Our customers benefit from this dedicated Relationship Management team.

Each Relationship Manager completes a structured training program to enable them to develop customer plans which will help you achieve your strategic and operational goals.

Discover the TFM advantage

We know that businesses need the reassurance of a trusted partner.

TFM has direct access to funding through internal treasury with credit support from Toyota Finance Australia, one of Australia's largest automotive financiers.

With transparent rates and fees, a relationship with TFM means there are no surprises.

We keep good company

After more than 25 years, TFM's portfolio has grown to more than 150,000 assets under finance and fleet management. Our diverse customer base includes some of the most recognisable brands in Australia.

Together with our customers, we are working to build a more sustainable future.



One Toyota fleet solutions

One Toyota is the strength at the core of the Toyota Group of companies being your one-stop fleet provider. It's a partnership that brings together the expertise of six Toyota company brands to offer comprehensive fleet management services.

Toyota Fleet Management, Toyota for Business, Toyota Material Handling, Lexus, Hino and KINTO® work as one to provide access to a range of exceptional assets. Assets include passenger and commercial vehicles along with warehouse distribution equipment car sharing.

It's your end to end fleet solution comprising a powerful group of companies with one point of contact.



There are four key principles of the One Toyota fleet solution that set us apart from our competitors, enabling us to deliver a total fleet solution you can depend on.

1 Relationship Power

- Dedicated contacts
- Tailored solutions
- Holistic understanding of your needs

2 Brand Strength

- Aligned brands working for you
- Quality, durability and reliability
- Continuous improvement philosophy

3 One Stop Shop

- One complete fleet solution
- Extensive dealer network access
- Consolidated reporting

4 Risk Mitigation

- Competitive residuals
- Reduced exposure in volatile markets
- Reduced fleet downtime



We make fleet management easy

Working with us means you'll enjoy a relationship with a passionate team that understands your needs. Our working model is based on transparency and trust, giving you unparalleled capability in fleet management products and services.

Business needs change

We offer the flexibility to change your contract to reflect your actual vehicle usage and kilometer allowance. Your dedicated Relationship Manager will assist you in managing this process.

A fleet advisor you can trust

Running a fleet can have a big impact on the balance sheet, which is why we offer a range of advisory services to help save you money and provide greater fleet efficiencies.

Our finance analysis calculators make it easier to compare the after-tax cost of your vehicles, with up to 20 variables to help drive your decisions. There's also a whole-of-life calculator to compare one vehicle against another.

You could also realise additional discounts by reducing your choice of vehicle manufacturers as well as adding a TFM Fuel Card to access great savings on the pump price at almost any service station.

Plus, with the insights of quarterly and annual reviews, you can maintain the most efficient fleet possible.

Products & services

Assets managed	Funding options	Vehicle maintenance
Passenger	Operating lease	Scheduled maintenance
Luxury	Finance lease	Full maintenance
Light commercial	Term purchase	Tyres
Trucks & trailers	Chattel mortgage	Payment plans - Fixed - Budgeted - Recharge
Material handling	Novated finance lease	
Plant & equipment	Novated operating lease	
	Fleet management	

Specialist business areas

Novated leasing	Salary packaging	Commercial vehicles
Rental	Small business fleet	Connected mobility

Fleet management products	Fleet services	TFM advisory services
Repairs, maintenance & tyres	Fleet customer portal	Cost down recommendations
Vehicle acquisition & disposal	Novated customer portal	Finance analysis
Registration & CTP renewals	Customised reporting	Whole-of-life calculator
Infringement management	Environmental reporting	Unitisation analysis
Fuel card	FBT management	OH&S review of vehicle choice
EV charge card	Risk management	Fleet rationalisation
Roadside assist	myConcierge mobile app	
Accident & claims management		
Comprehensive insurance		
Minilease/replacement vehicle		
Toll management		
ForceField Telematics®		
ForceField Share		

TFM : NOVATED LEASING DRIVE WITH CONFIDENCE

Offering employees benefits like a Novated Lease can help set you apart from your competitors. With one simple monthly invoice, you can offer remuneration packages with greater flexibility to attract and retain staff.

It makes better business sense too, with the liability and asset of a vehicle removed from the balance sheet. A Novated Lease may also reduce your payroll tax and WorkCover costs. Then should an employee move on, the vehicle is no longer your responsibility.

You'll rest assured knowing your employees will get a great deal on a Novated Lease through TFM. With transparent rates, fees and charges, your staff will know exactly what they're getting, while you benefit from dealing directly with industry experts you can trust.

The total Salary Packaging solution

Salary packaging is an agreement between you and an employee which allows them to sacrifice some of their salary in return for a benefit.

Employees can package a range of items, including cars on Novated Leases, and work-related items exempt from FBT, like laptops, mobile phones and lounge memberships.

It's a popular benefit for employees, as packaging items using pre-tax salary can help reduce their taxable income and PAYG tax. This is why over 350 companies across Australia are already saving time by outsourcing administration and simplifying their payroll with TFM's Salary Packaging solutions.

It's a smart way to attract and retain quality staff by offering flexible remuneration packages at little or no cost to you, with the administration taken care of.

Your commercial vehicle specialists

Our commercial vehicle department specialises in covering every aspect of your fleet management requirements by following a simple, streamlined process.

When financing commercial vehicles through TFM, you will leverage TFM's market knowledge and experience in the industry. Our specialist team is ready to help provide a suitable commercial mobility solution.

From trucks to commercial assets, we'll help you build vehicles to your specific requirement. All with flexible options and the benefit of leveraging TFM's buying power to help reduce upfront costs.

TFM can provide:

- Advice on vehicle selection and specification
- Extensive technical knowledge
- Fit-for-purpose vehicles matched to your needs

Catered for small and medium business

Time is precious when operating a small and medium business, so it helps to have a dedicated partner on board with experts who understands your challenges.

Our team can help your business operate with greater efficiency and show you where to improve vehicle costs.

Whatever the size of your company, TFM has a range of products and services developed with operations like yours in mind.

Leaving the fleet management to us is a simple way to find more time to grow your business.

Tailored solutions

We have a select range of Small and Medium Business finance products to suit growing businesses.

Whether you are looking to lease or buy vehicles to keep your business moving, TFM can help bundle costs into one convenient package including monthly invoicing to cover finance, CTP, registration and maintenance.

Choosing TFM means we can streamline your fleet administration and leave you to manage your business. Our Fleet Dealership Managers will work with you to set up the ideal finance product to service your business needs.

At the forefront of innovation

In line with our philosophy, we're always looking towards the future to help our customers thrive and support businesses as their trusted mobility partner.

TFM has a range of innovative products and services to meet today's changing business needs:

- Mobility solutions – Forcefield Telematics®, Forcefield Share and KINTO®
- Data driven services in PowerBI fleet analytics and reporting
- Fleet driver app – myConcierge
- Expansion of fleet offering to support low and zero emission vehicles

Ultimately, we work to drive operational efficiency, cost savings, safety and sustainability in fleet management.

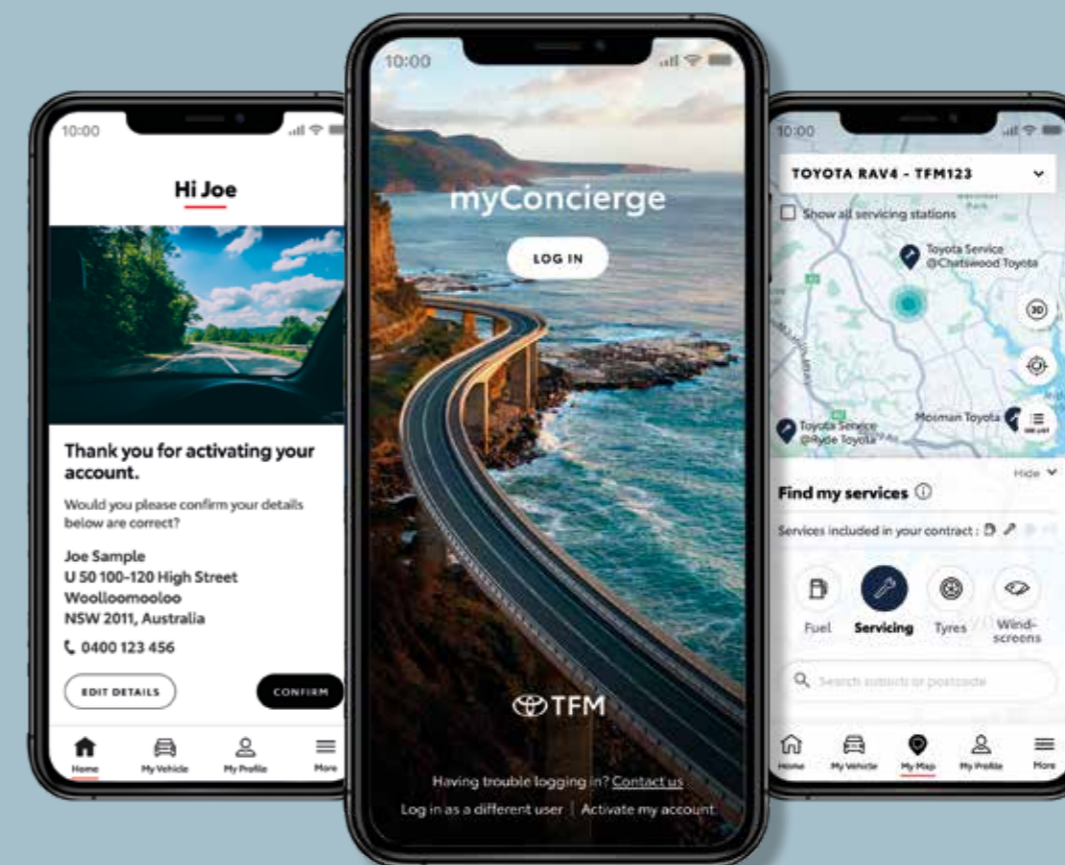
Streamline and digitise your fleet

Let the myConcierge app help your drivers manage their fleet vehicles by embracing a more streamlined and efficient fleet management experience.

With myConcierge, drivers can access their vehicle information from the palm of their hands:

- Personalised driver vehicle and contract information
- Customise settings to your business' needs
- Push notification to keep drivers informed
- Real time data feed and TFM system integration
- Fleet vehicle management and self-service

Learn more at www.myconciergeapp.com.au



Drive a smarter, safer fleet

Safety and efficiency are always top of mind when it comes to managing a fleet. TFM's telematics product, ForceField Telematics®, is a mobile technology solution that monitors vehicle and driver behaviour, offering valuable insights to help identify 'at risk' drivers.

We'll work with your business to deliver a tailored solution to address your specific needs, so you can maximise operational efficiencies whilst reducing costs. You'll enjoy the convenience of dealing with the same provider across your entire fleet. Best of all, it's an integrated solution that delivers on our promise of being your trusted figures in fleet.

ForceField Telematics® is supported by a dedicated specialist team at TFM.

ForceField Telematics® helps you:

- Identify 'at risk' drivers to prevent accidents before they happen
- Receive real-time alerts for critical KPI breaches
- Protect your workers and third parties to help create a crash-free culture
- Save with potential reductions in claims and insurance costs
- Reduce fleet expenses such as fuel and maintenance, from driver behaviour changes within your fleet

Stay ahead with ForceField Share

Lost keys, unreported damage, lack of visibility and underutilised vehicles are just some of the problems that can occur when company cars are shared by staff.

ForceField Share from TFM works by using centralised web-based scheduling, booking and reporting systems to provide full visibility of your shared fleet of vehicles.

ForceField Share at a glance:

- Easy to use and accessible 24/7
- Greater visibility and vehicle utilisation
- Streamlined administration and reduced costs
- Customisation for greater control
- A smarter, safer fleet with ForceField Telematics integration

Your Insurance needs are covered

TFM’s comprehensive motor vehicle insurance is specifically designed for fleet operations.

	Key Features and Benefits	Commercial Motor Vehicle Insurance - Small & Medium Fleets (1-20 vehicles)	Commercial Motor Vehicle Insurance (21+ vehicles)
Process	One monthly invoice	✓	✓
	Streamlined process	✓	✓
	On the spot quoting	✓	N/A
Claims	Genuine Parts Protect the integrity of your vehicle by using Genuine Parts for authorised repairs [^] .	✓	✓
	Guaranteed repairs Authorised repairs are guaranteed for the life of the vehicle.	✓	✓
	24/7 claims team	✓	✓
	Annual excess free windscreen claim	✓*	✓*
	Finance gap	✓*	✓*
Underwriting	Competitive premiums	✓	✓
	Assets covered	- Passenger - Sports/luxury - Light commercial	- Passenger - Sports/luxury - Light & heavy commercial - Materials handling - Plant & equipment
	Underwriter	Aioi Nissay Dowa Insurance Company Australia Pty Ltd (Adica)	

^{*}Applies to certain vehicle types. [^]T&Cs outlined in the PDS.
The Underwriter of the case underwritten insurance and small & medium Insurance is Aioi Nissay Dowa Insurance Company Australia Pty Ltd ABN 11 132 524 282, AFSL 443540 (Adica).
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For more information on the products please refer to the following:

- Financial Services Guide (FSG)
- Small & Medium Fleet Insurance PDS
- Case Underwritten PDS
- Comprehensive Insurance Product Guide

Your Trusted Fleet Mobility Partner

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toyotafleetmanagement.com.au



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