



Dear **1Fuel** Fuelcard Customer

Welcome to **1Fuel**, a leading fuel card program provider in Australia.

We would like to outline some matters in relation to your **1Fuel** Fuelcard account.

Card Security PIN

You will need to enter your own 4 - 8 digit PIN code when you fill up for the first time at any **Caltex** Service Station. It is important that your PIN number is kept confidential at all times.

Fuel Usage Invoice

The **1Fuel** fuel usage invoice will be emailed to you at the beginning of each month with the direct debit being processed on the due date.

Card Changes or Additional Cards

For any changes to existing fuel cards or to request any additional fuel cards, please forward all correspondence to cards@1fuel.com.au

Account Exception Charges – Based on late invoice payment and default account status

As per the **1Fuel** Terms and Conditions, below is the account exception charges.

Monthly Account Amount Due		Exception charges if account is paid outside the agreed terms
\$ 1 to	\$ 2,000	\$ 120 plus GST – Total \$ 132.00
\$ 2,001 to	\$ 5,000	\$ 200 plus GST – Total \$ 220.00
\$ 5,001 to	\$ 10,000	\$ 400 plus GST – Total \$ 440.00

The account exception fee increases by \$75 plus GST for each \$1000 or part thereof over \$10,000.

Please note these account exception charges will only be charged when your payment cannot be processed on the previously advised due date on your **1Fuel** monthly invoice.

If a Fuelcard payment remains outstanding 3 days after the Direct Debit due date **1Fuel** will process a manual Direct Debit for the outstanding invoice plus any exception charges. If a Fuelcard account is suspended through default a \$395.00 fee is payable prior to account reactivation.

Thank you for being a **1Fuel** Fuelcard Customer. You are welcome to contact us either by phone or email if you require any assistance or advice.

Regards
1Fuel Pty Ltd

1Fuel can also assist with;

- **Discount Tyres for cars & trucks**
- **Discount CTP (Green Slip) for all vehicles**
- **Fleet Management – large or small**
- **Bulk fuel tanks & bulk fuel supply**
- **Truck, car & equipment finance**
- **Invoice cash-flow funding facilities**