

FAQs - Novated Lease – Online Application Approval

1. I am trying to complete my Online Pre Approval Form but I don't have all the information I need to finish it, what will I do?

A – Just enter as much information as you can until you reach a screen that you cannot complete. Select **Save and Exit** , to save your Application.

You will then receive an email Subject '**Novated Lease Pre-Approval Application Saved**', detailing your application number and a link to login to complete the form.

2. I have saved my application but it isn't complete, how can I access it to finish it?

A – Once you have saved your application an email will be sent to the address entered on your online form. The email provides a link and advises your **Application Number** and how to login. Once logged in you can update to complete the details you were unable to provide and upload any documentation.

3. When I fully complete my online application, will I get a copy of it?

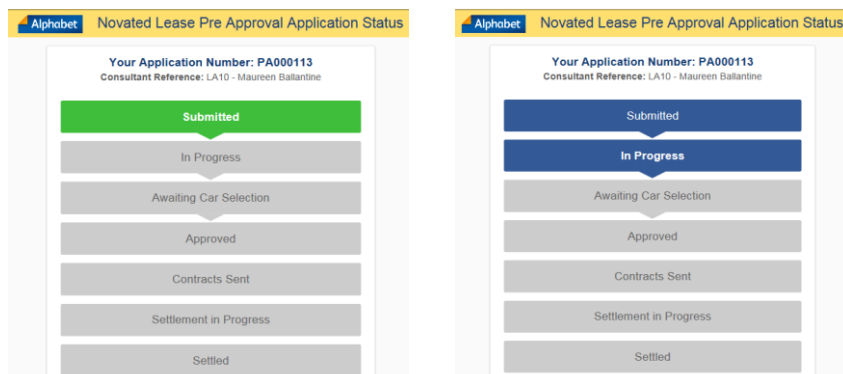
A – Yes you will receive an email Subject '**Novated Lease Pre-Approval Application Submitted**' to the email address that your provided. The email details your Pre Approval Application and a link to login.

4. Can I monitor the progress of my Application online?

A – Yes, all you need to do is login to your Application with your **Application Number** and **Email Address**. You will see the status of your Application and any instructions / information that your Leasing Consultant has added.

5. What are the Application statuses that I will see?

A – You will see the below statuses. As your Applications goes through the various Novated Lease processes, the status of your app will be highlighted in blue.



6. I started to complete an application but I'm not sure if I saved it and I have not received any email or communication from Remunerator, what do I need to do to complete the process?

A – If you have not received an email stating that your Application has been saved, you should contact your **Leasing Consultant**. Your Leasing Consultant can re-instate your application. Once the Application is reinstated you will receive an email with a link and details on how to log in to finish completing the Online Form.

7. I have received an email 'Novated Lease Approval Application - Action Required', what do I have to do?

A – To view the action required, click on the link in the email and login to your Application. Instructions from your Leasing Consultant will be displayed in the yellow bar at the top of the page.

8. How do I know that Remunerator is aware that I have actioned the request?

A – You will receive an email '**Novated Lease Approval Application - Action Confirmed**' and your Leasing Consultant will be notified .