



Frequently Asked Questions

1. Who can purchase a vehicle under the NEVP?

	WHAT	WHO	HOW	WHEN	FINANCE
 TOYOTA Network Employee Vehicle Purchase Program (NEVP)	New Toyota Vehicles	Toyota Dealership Employees	Employees purchase from the Toyota Dealership they currently work for	New From Jul 2018	TFS NEVP Policies (Special Rate, \$0 Est Fee) <ul style="list-style-type: none"> • Toyota Access (Consumer) • Consumer Loan • Novated Lease (myLease)
		Lexus Dealership Employees	Can only purchase from the Toyota Dealership that also owns the Lexus Dealership that they currently work for (participating Dealerships only)		

2. Can I purchase Lexus Vehicles under the NEVP program?

No. Toyota network employees can purchase a new Lexus using the Lexus Corporate Program.

	WHAT	WHO	HOW	WHEN	FINANCE
 LEXUS Lexus Corporate Program	New Lexus Vehicles	Toyota & Lexus Dealership Employees	Employees can purchase from any Lexus Dealership	Existing Since Jan 2016	<ul style="list-style-type: none"> • Lexus Ownership Solutions • Novated Lease (myLease) • Lexus Financial Services Consumer Loan

3. How do I know if I am eligible to purchase a vehicle under NEVP?

NEVP is available to any Toyota Retail Network Employee who is currently employed at a participating Toyota Dealership so long as they have been employed at their Dealership for 3 months or longer. If you are not sure if your Dealership is offering the program to their employees, speak with someone from your Dealership Management Team.

NEVP is also available to Lexus Retail Network employees who have been employed at a Lexus Dealership for 3 months or longer.

This program is not available for Contractors, Businesses, Companies, Family of Friends.

4. I work in a Multi Franchise Dealership, am I eligible for NEVP?

The NEVP Program is available to Toyota Employees (recorded in Network Central) only. In very limited circumstances, employees who work in a multi-franchised Dealership could be considered eligible. Please follow the escalation process in the policy should a case such as this, or similar arise.

5. Where can I purchase a vehicle?

For Toyota Employees: The vehicle must be purchased at the Dealership you are currently employed at (providing they are a participating Dealership).

For Lexus Employees: The vehicle must be purchased at the Toyota Dealership in the Group that you are employed. If there is no Toyota Dealership in the Group, you must speak with your Management Team who will locate a participating Toyota Dealership that can assist you.

6. How many vehicles can I purchase?

You can only purchase 1 vehicle per year and it must be registered for Private Use in the name of the Toyota or Lexus Employee.

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7. When can I sell the vehicle I purchased through the NEVP program?

Vehicles purchased through the NEVP program, cannot be sold or traded until at least 11 months after the date of registration.

8. How do I know what my discount is?

Discounts are based on your continuous years of service at a Toyota or Lexus Dealership:

Years of Continuous Service	Discount Level
3 months to < 1 year	Silver Fleet + NEVP Discount
1 to < 3 years	Gold Fleet + NEVP Discount
3+ years of service	Platinum Fleet + NEVP Discount

The actual price of the vehicle will vary depending on current fleet incentives. However, the price of the vehicle will generally be at least \$300 better than the standard silver, gold or platinum fleet price current at the time the order is placed. The current price lists can be found on Toyota Source in the myBenefits section.

9. How does the NEVP Pricing work?

The Discount that an employee will receive for a vehicle purchased under NEVP is:

Standard Fleet Discount (Silver, Gold, Platinum + Incentive Matrix Funding PLUS + Discount \$300)

As such, the NEVP deal will always be at least \$300 better than a standard Fleet Deal.

10. What do I need to do to purchase the vehicle?

You will need to complete a NEVP Declaration Form ([link](#)), which includes providing evidence of tenure that will be retained in the Deal Pack.

Acceptable evidence of tenure includes:

- Electronic Payroll/Human Resources Information System
- Manual Payroll System
- Contracts (and departure documents if you have changed Dealership)

11. Can the vehicle be registered in my spouse's name?

Vehicles must be registered in the Employee's name. However, the spouse's name can be included in the registration.

Key point: all additional paperwork in the vehicle sale (i.e. contracts, invoices, declaration forms etc) must all be in the same name/s – name must include the Employee Name.

12. Do I have to pay for Dealer Delivery fees under the NEVP program?

No. By agreeing to participate in the NEVP program, your Dealership has kindly agreed to offer their employees free Dealer Delivery.

13. Are vehicles purchased under the NEVP program eligible for Toyota Service Advantage (TSA)?

Yes.

14. Will I receive a full tank of fuel when I purchase an NEVP vehicle?

Yes. All NEVP vehicles are subject to Toyota For Life standards which includes a full tank of fuel.

15. How can I pay for my NEVP vehicle? E.g. can I finance it?

You can pay for your NEVP vehicle however you choose. Toyota Financial Services are supporting the NEVP program with their own NEVFP program which offers competitive finance rates and \$0 establishment fee.

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16. What happens if I place a vehicle order through the NEVP program then I change my mind?

Generally, once a NEVP order has been placed and confirmed by TMCA, the Dealership or employees cannot cancel the order unless there are some extraordinary circumstances. Employees can be suspended from the participating in the program for breaching the NEVP policy. Refer to the policy on Toyota Source in the myBenefits section for further information.

17. NEVP COSI Names:

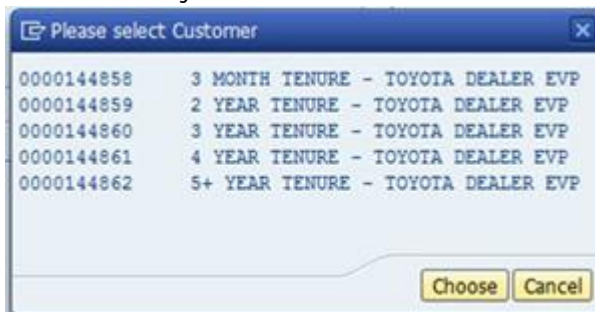
We have had a couple of instances where Dealers are raising a COSI under the name "Network Employee Vehicle Purchase" rather than the purchaser's (owner's) name. This is typically occurring when Dealers are placing a hold on a vehicle after they have agreed to swap it with another Dealership. Whilst it is preferred, that the employee's actual name is used when raising the COSI, if this is not possible, the Owner Name must be updated before the vehicle is RDR'd or within the same month (whichever comes first). If not, the COSI/Owner name cannot be updated. This impacts other processes such as Order Planning and Audit.

18. Where can I purchase or download additional NEVP Posters/Flyers?

Dealers that require more NEVP collateral can purchase additional Posters or Flyers through the Dealer Support Website, under the myBenefits tab (<https://toyotadealersupport.com.au/index.php>). A link to the site, has also been added on the Toyota Source >> myBenefits site.

19. SAP is still showing Dealer Employee Vehicle Purchase (DEVP) Program Codes?

The Dealer Employee Vehicle Purchase (DEVP) Program (LM Vehicle Discount Program) has been superseded by the NEVP Program. To alleviate confusion, the DEVP SAP Codes listed below will be disabled shortly:



Frequently Asked Questions

Toyota Financial Services

- 1. What loan can I take?**
Either a Consumer Fixed Rate Loan Contract or Toyota Access Fixed Rate Consumer Loan Contract.
- 2. Do I have to finance the car under this program?**
No.
- 3. Do I have to keep the loan for 11 months just like the car?**
No, the loan can be paid out prior to 11 months; the car must be retained for 11 months.
- 4. Is there an early termination fee if I payout the loan early?**
Yes, refer to the loan 'Loan Schedule' for details.
- 5. What if I don't want to arrange the finance directly with the F& I Manager?**
Speak with the TFS Account Manager for further information
- 6. Can I finance a demo or used car under this program?**
No, only vehicles as permitted under TMCA's NEVP policy.
- 7. I work for a Lexus Dealership, am I eligible?**
Only if the Lexus Dealership is part of a group that also owns a Toyota Dealership.
- 8. What is the maximum term loan I can take?**
5 years is the maximum term under this program