

# Car Buying **FAQs** for Brokers

## About CarSelect

### Who is CarSelect?

CarSelect is an Australian-owned online car buying service dedicated to helping clients find their new car. We launched in 2011 and have access to over 1,300 dealerships nationwide.

### What makes CarSelect unique?

Easy! Between our knowledgeable team and unbeatable dealer network, our streamlined service means you and your clients don't have to worry about the hassle of negotiating with dealers. Unlike other car buying services, we also take care of trade-ins, so your client doesn't have to worry about selling their car either.

### What fees are involved?

No fees! We are a free service for our customers, and we get paid a spotter fee from our dealers.

### What makes and models does CarSelect have access to?

Basically, whatever you are looking for, we can find! We have dealership partners all over Australia that can assist with fleet pricing. Tesla and Polestar are out of our network, but we are working on Cupra!

## The Car Buying Process

### What is a lead?

A lead is classified as a new order for a brand-new car. We are unable to assist when an individual already has a deposit or contract in place with a dealership. To process the lead, we must speak with the car buyer directly.

### How to make an enquiry or send a lead to our team

We create specific Broker Enquiry web pages for our partners. You can bookmark this page and submit leads easily from there. If you are not yet a partner, you can use our generic broker enquiry page:

<https://cogcarselect.com.au/broker-enquiry>

### How long does the whole process take?

Usually, the lead submission process is complete within 24 hours.

### What are the delivery timeframes?

For anything metro, allow up to five business days once funds have cleared in the dealership account. Anything interstate, please allow at least three weeks for delivery, depending on location.

### If the individual is unsure of what car to pick, can CarSelect help them find the right car?

100%! Our dedicated account managers have extensive knowledge about all vehicles currently available. With their expertise and experience, they will undoubtedly be able to source the right car pending the individual's needs and budget. And we are unbiased and not aligned to any manufacturers, we only have your best interests in mind.

## Broker Benefits

### Are there any broker referral fees?

We love to incentivise our brokers, so we work off a sliding scale depending on how many deals we do a month. More deals mean more referral \$\$\$ for you!

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## How does CarSelect protect their brokers from losing clients to dealer finance?

This is a great question and an easy one to answer! On our Purchase Order form sent to the dealer, it has a “Terms & Conditions” section which states they are not able to contact our clients to discuss any finance. We reinforce this by verbally mentioning this to the dealer during our discussions as well. Our full dealer network is aware of these conditions and must sign these terms and conditions to win our business.

## Ordering and Delivering

### What value-adds do CarSelect include in the deal?

We include floor mats (front and rear), premium plates and a tank of fuel with every deal!

### Who do we contact regarding invoices?

Simple! If you email [admin@cogcarselect.com.au](mailto:admin@cogcarselect.com.au) our Operations Manager will send you any information regarding invoices.

### Who do we contact regarding delivery updates?

Please contact [admin@cogcarselect.com.au](mailto:admin@cogcarselect.com.au) if you are seeking any updates regarding delivery ETAs.

### Does CarSelect include transport and delivery on ALL Deals?

Yes! The only time we don't include transport is if the individual wants to pick the vehicle up from the dealership. However, 99% of the time, either the dealer or our transport partner InTraffic, will deliver the vehicle to your door.

## Can the individual test drive a car at one of CarSelect's dealers?

If an individual wants to test drive a car, we will organise a test drive with one of our reputable dealers nearby.

## Do CarSelect take trade-ins?

Yes! We have access to a great network of wholesale dealers who help us source the best deal for your trade.

