

Witness to the accident

Name of Witness

Address

State

Postcode

Contact Numbers

Work

Home

Mobile

Was the witness an occupant
of your vehicle?

Yes

No

Draw a simple diagram below or use a separate
sheet of paper

- Mark your vehicle as A
- Mark other vehicles involved as B, C
or 1, 2, 3 etc.
- Name the streets or landmarks

Please Note: This is not a claim form but will assist you in recording relevant details about the accident

Management of your claim

All insurance policies contain claims conditions outlining how policy holders are to respond in the event of a claim.

It is important to follow carefully the instructions outlined in the section "In the event of an accident" so as not to prejudice the cover provided.

The procedure for arranging the repairs to your vehicle will depend upon how much damage it has sustained and whether it is able to be driven.

Expert management and support in the event of a claim is critical. We have a dedicated claims team to support all our clients through the claim process.

We are here to help you wherever we can, so if you are unsure of anything, give us a call.

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Glove box claim guide



In the event of an accident

1. Notify the police immediately if the other driver(s):

- Refuse to stop;
- Refuses to exchange details;
- Appears to be under the influence of drugs or alcohol;

Also notify the police if:

- Someone is fatally injured or requires medical attention;
- Any vehicle involved needs to be towed away;
- Required by law

2. Write down vital details immediately on the Accident Details Form.

Take photos of damage to all vehicles and/or property if possible.

See the Accident Details Form for a list of the information you need to collect.

3. Don't admit fault – Just state the facts.

Protect your legal rights – **don't say the accident is your fault.** Of course you should state the true facts of the accident in any statements, but the law does not require you to admit fault. (Admission of liability may result in your claim being denied).

Need to make a claim?

Follow these simple steps:

If the vehicle is driveable:

- Contact Austbrokers Terrace to arrange "telelodgement" of your claim (if eligible). If your insurer does not offer lodgement over the phone we will send you a claim form for completion.
- Obtain an itemised repair quote from a licensed repairer. Some Insurers have preferred repairers so check with Austbrokers Terrace first.

If the vehicle is not driveable:

- Have your vehicle towed to your nearest chosen repairer who will prepare a quote. Some Insurers have preferred repairers so check with Austbrokers Terrace first.
- Contact Austbrokers Terrace to arrange "telelodgement" of your claim (if eligible). If your insurer does not offer lodgement over the phone we will send you a claim form for completion.

Windscreen or Automotive glass damage

Most Insurers have an agreement with O'Brien Glass for windscreen and Automotive Glass repair.

Contact O'Brien Glass on 13 16 16 alternatively you can book on-line at www.obrienglass.com.au

Accident details form

Other driver(s) registration number & vehicle model

Name of other driver(s)

Address

State

Postcode

Licence number

State of issue

Contact Numbers

Work

Home

Mobile

Insurance Company

Where did the accident happen?

Suburb

Street

Cross Street

Date

Time

Details of damage to other vehicle(s)

Name of Police officer

Police report number

Police station

Need further help? Call Austbrokers Terrace on 08 8238 9200