

Glove Box Kit

What you should do in the event of an accident.

Please keep this in your glove box with your insurance papers.



The following steps have been designed to assist you in the event of an accident

1. Following an accident

- stop immediately, turn off ignition and turn on the vehicle's hazard lights
- use headlights, indicator lights or hazard lights to warn other drivers, and to light up the scene if dark
- if you are ok, provide assistance to others involved in the accident that may be injured. Do not move the injured unless necessary
- if possible, send someone to warn oncoming drivers
- if there is danger, serious injuries or life threatening concerns, you should telephone 000 (if calling from a mobile you may need to dial 112). If there are minor injuries and no immediate danger, please call the police on 131 444 (in QLD & VIC please contact your local police station)
- clear the road of broken glass or debris
- do not smoke – there might be spilt petrol
- exchange driver's names, address, registration numbers and names of vehicle owners with others involved in the crash.

2. Contact the police if

- a person is killed or injured
- a vehicle needs to be towed away
- there is damage to property or animals (in WA where the total value of property damage to all parties exceeds \$1000)
- a person fails to stop or exchange information
- a driver is believed to be under the influence of alcohol or drugs.

* NB – In the ACT – All accidents must be reported to the police within 24 hours.

* NB – In the NT – All accidents must be reported to the police.

If police do not attend the crash scene, you must immediately report the crash to the nearest Police Station where

- you are in a crash and either your vehicle or another vehicle needs to be towed away
- there is damage to property or injured animals.

* NB – If you are involved in any type of accident in Western Australia or in another state/territory with a vehicle registered in WA, you must report the accident to the Insurance Commission of Western Australia by telephoning 08 9264 3333 or 1800 643 338.

3. Photograph the scene

Take a photograph of the scene of the accident. This will help you, if any of the vehicles have been moved and if police are called to the accident. It also helps Zurich to view the circumstances of the accident.

4. Exchange details with other driver/s

- complete 'Details for your insurance claim' form (see insert)
- do not admit liability, even if you believe you are at fault
- give your details to the other driver/s
- ask for the details of the other driver/s.

5. If the police attend

- provide your details to the police
- provide the police with details of the accident (including photographs).

6. Do not discuss the accident with anyone

Only speak with the police or your insurance company representative. You may get a statement from a witness or the contact details of a witness.

7. If the vehicle is drivable

Simply lodge a claim with Zurich online or by calling 1800 611 372. Once a claim is lodged a member of our Accident Repair Management team will be in contact to provide information on Zurich's Priority Repair Service and guidance on selecting the right repairer. They will also advise on the most convenient way to obtain a quote for the damages and will also arrange the assessment of your vehicle.

8. If the vehicle is not drivable

If your vehicle is not drivable, have it towed to an accredited repairer of your choice. The repairer will arrange for an assessment and repair of your vehicle. Using an accredited repairer will assist in guaranteeing the quality of the repair work.

To lodge a motor claim simply call Zurich motor claims on 1800 611 372 and one of our claims staff will guide you through the process.

You can also visit the Zurich webpage (address below) and complete a claim form online.

www.zurich.com.au/content/zurich_au/claims/business_insurance_claims/motor_claims.html

Alternatively, you can also print out and complete a claim form found on the website and email, fax or post to:

Email motor.claims@zurich.com.au,

Fax 1800 823 070 or

Post to Locked Bag 2138 Sydney NSW 2059

Damaged glass claim?

You may call O'Brien Glass directly on 1800 000 388. Simply have your policy number ready. They will do the rest.

Details for your insurance claim

You will need these details for your insurance claim.

Insured
Owner
Address
Vehicle make/model
Registration number
Insurance cover
Policy type: ☐ Comprehensive ☐ Third Party
Driver
Licence number
Date of birth
Other party
Owner
Address
Phone number
Vehicle make/model
Registration number
Insurance cover
Policy type: ☐ Comprehensive ☐ Third Party
Driver
Licence number
Date of birth
Details of accident
Date
Time
Streets
Suburb
Witness
Name
Address
Phone number
Police details
Name
Rank
Station
Phone number

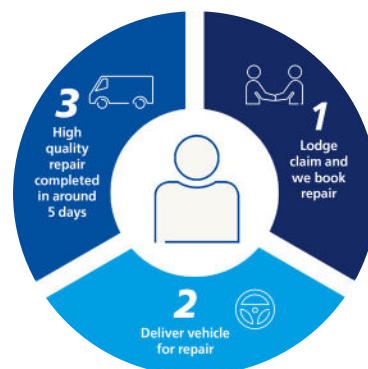
Photograph the scene

This assists Zurich to view the circumstances of the accident.

Where possible include
- Point of impact - Street names - Traffic lights - Traffic signs
Estimated speed of both vehicles
Road & weather conditions
Description of damage and injuries

Priority Repair Service

Zurich have an efficient repairer network to assist our customers for light vehicles with damage under \$20,000.



Heavy Motor Accident Assist 1800 935 338

When you insure your heavy vehicle with Zurich under a motor or fleet policy, you can benefit from Heavy Motor Accident Assist. It's designed to support customers with vehicles over five tonnes to deal with an accident when it happens.

From the moment a driver calls, experts will organise the necessary resources to attend the site of the accident, secure assets, deal with spills, arrange towing and emergency accommodation if necessary.

Your Zurich broker is:

Your policy number is:

Zurich Australian Insurance Limited
ABN 13 000 296 640, AFS Licence No: 232507
Head Office: 118 Mount Street, North Sydney NSW 2060

Client enquiries
Telephone: 132 687
www.zurich.com.au

