

# What to do in the event of a claim?



Go to [www.vero.com.au/claims](http://www.vero.com.au/claims)

Or, if you require an urgent response call **1300 888 073**



At critical times, when you need to make a claim, there are many things on your mind. We are here to make the process easier for you, so that you can get back on the road sooner.

Regardless of the type of claim you simply go to [www.vero.com.au/claims](http://www.vero.com.au/claims) or call 1300 888 073 at any time of day or night.

We will need you to give us:

- your policy number/name
- your contact details
- date, time and location of the loss/event
- description of the loss/event
- any third party contact details including, name, phone number, drivers license number and address (check each side of drivers licence and take a photo)
- Details of any witnesses, and
- police report number (if applicable)

## What to do in the event of a claim?

1. At the scene of the accident, collect the details of the other vehicle if applicable. Take photos of the damage to each vehicle and the number plate(s) of the other vehicle(s) involved in the accident. Refer to the reverse of this page for a reference sheet. This reference sheet lists the information you should collect for each of the vehicles involved in the accident. By placing this sheet in your glove box, you will have help at hand when you need it.
2. Go to [www.vero.com.au/claims](http://www.vero.com.au/claims) or call us on 1300 888 073 to make a claim. We will help you 24 hours a day, 7 days a week.

## After you lodge your claim

Lodging Vero's commercial motor claims are quick, easy and reliable. Repairs are conducted by leading service providers, located across Australia, which offer many benefits such as:

- No quotes required. Vero can simply book your repairs for an agreed date and time with one of our Approved Repair Partners
- Complimentary taxi or Uber – offered to and from our Approved Repair Partners to your next destination
- Quick turnaround time and lower claims costs
- All Approved Repair Partners are I-CAR Gold certified
- Lifetime guarantee on all vehicle repairs authorised by Vero

# Place in your glove box

Please use this form to assist you in recording the accident details, then go to [www.vero.com.au/claims](http://www.vero.com.au/claims) to lodge your claim.

Please take photos of the incident and third party details e.g. their drivers licence and involved vehicles including number plates.



(a) Policy Number\*  Name\*

(b) Date of accident\*  /  /  Time of loss\*  :

Address of incident\*

Description of incident

(c) Insured vehicle\*  
Make of vehicle  Model of vehicle  Registration number of vehicle

Is your vehicle drivable: No  Yes  If no, current vehicle location:

(d) Name of driver

Address  State  Postcode

Driver's license number  Expiry date  /  /  State

Mobile/home  Work phone

Name of car owner (if different)

Address  State  Postcode

Mobile/home  Work phone

(e) Third party vehicle  
Is Third Party vehicle drivable: No  Yes   
Make of vehicle  Model of vehicle  Registration number of vehicle

Driver's name  Address   
Are they the owner of the vehicle No  Yes  State  Postcode

Driver's license number  Expiry date  /  /  State

Mobile /home  Work phone  Insurer name

Insurance company

(f) Name of witness (person who sees the incident but is not involved)

Address  State  Postcode

Mobile/home  Work phone  Work phone

(g) Police report details  Police number

(h) Please attach a sketch of the accident.