Commercial Motor Repair Process



GLASS REPAIR

Benefits of Vero's preferred repairer network

- ✓ Reduced customer effort as O'Briens make all arrangements
- ✓ All glass meets Australian Design standards
- ✓ Lifetime repair guarantee



CALL US FIRST



Phone 1300 888 073

Email lodgeclaim@vero.com.au

24 hrs / 7 days a week

What key information is required for **lodgement**;

- ▼ Make/model/rego
- ▼ Who should O'Briens contact for repair
- ▼ Date & Time of Loss
- ▼ Policy Number
- ▼ Accident Description

Customer Choice

Lodge claim with Vero Claims Team

Customer arranges repairs with own glass repairer

Repairs complete

Customer pays repairer and submits a copy of the paid invoice to Vero

Vero issues settlement based on fair and reasonable review of paid invoice. This potentially could lead to settlement being less than the original total invoice amount.

Denotes customer effort

Commercial Motor existing claim enquiries



1300 888 073 8.00 – 7.00pm EST



claims@vero.com.au

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