

Motor Vehicle Fleet Claim Procedures

In the Event of an Accident

- ③ Stop and exchange names and addresses with any other party involved.
- ③ Record registration number and make of any other vehicle.
- ③ Ensure that the exact location of the accident is noted, together with times and conditions of Road (e.g. slippery – following heavy rain).
- ③ Record names and addresses of as many witnesses as possible at the scene of the accident.
- ③ Report accident to Police if required to do so by State Motor Traffic Law or By-Law.
- ③ Discussions concerning negligence of either party involved in the accident must not be entered into.

Claim Lodgement

Vero offers a 24 hour 7 day a week “First Response Unit”.

By simply phoning Vero’ toll free number form anywhere in Australia, the incident lodgement process is initiated.

Policy Number: MSL015094860

Toll Free Number - 24hrs / 7days

1800 222 043

A member of Vero’s Accident Management Team will take all details of the incident by following a uniquely scripted electronic claim form (which usually takes approximately 10 to 15 minutes).

At completion of the call, the driver will have been provided with:

- ✓ The claim number relating to the incident
- ✓ Name and contact details of their Case Manager
- ✓ The excess amount payable (which is normally paid to the repairer on completion of the repairs)

When notifying a claim in this manner, Vero can remove the hassles of handling motor vehicle repairs and accidents by:

- ✓ Referring the claimant to a Fleet Preferred Smash Repairer (however the Claimant still retains the choice of repairer)
- ✓ Organising rental/hire cars (see policy for details)
- ✓ Dealing with third party claims
- ✓ Arranging towing

Claim Management – (after claim lodgment)

As apart of the Vero claims service, the University is appointed their own Claims Manager for all University Motor Claims.

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