Motor Vehicle Fleet Claim Procedures

In the Event of an Accident
1. Stop and exchange names and addresses with any other party involved.
2. 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).
4. Record names and addresses of as many witnesses as possible at the scene of the accident.
5. Report accident to Police if required to do so by State Motor Traffic Law or By-Law.
6. 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’s toll free number form anywhere in Australia, the incident lodgement process is initiated.

Policy Number: MSL015094880
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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