



Have you just been involved in a motor vehicle accident? Has your vehicle been stolen or maliciously damaged? Or do you have damage to your windscreen?

What to do?

The following information is provided to assist you in the event of an incident and some information about how to lodge a claim with Avea Insurance.

Motor vehicle accident:

Stop in a safe place

If it's a severe or 'bad' accident and persons are seriously injured then leave the cars as they are. If it's minor – in the sense that no one is injured and the cars are still drivable then move off to the side of the road before doing anything else. Traffic congestion will only slow the response time for emergency services and tow trucks.

Keep yourself in a place of safety such as behind a barrier or on a footpath, unless you are rendering first aid to someone. In the event that anyone is trapped, chemicals are leaking from a vehicle or any of the vehicles are on fire, contact Emergency on 000 to notify the Fire Service.

Call an Ambulance for anyone who is injured

The Ambulance operator will ask you specific questions regarding the age of the patient, if they are conscious and breathing, if they are bleeding/where from, if they were thrown from the vehicle etc.

Don't panic – dealing with a panicking person over the phone is very frustrating and it's difficult to get them to follow instructions correctly.

Swap your details

When all parties and vehicles are out of immediate danger, it's important that you gather and provide relevant driver and vehicle information from all other parties involved, including:

- Name
- Telephone Number
- Address
- Registration Number
- Make, model and colour of the Motor Vehicles involved

- License Number
- Insurance Company
- Refer to the last page below to assist you with collecting this information.

Photos are an excellent idea as we will often want to see any photos of the damaged vehicles and registration numbers you have. DO NOT admit liability or blame yourself. It's up to Avea to ascertain who is at fault.

Phone the Police

You may consider contacting the Police if: the persons involved are suspected to be affected by drugs or liquor; if the accident involves property other than the vehicles; if there are any injuries or if the position of the vehicles poses a serious traffic hazard.

If it's a minor accident it can be reported at a Police station later in the day

Organise a tow truck

In parts of Australia, accident towing is managed by the government run Towing Allocation service. This means that a local Tow Truck will be allocated to your accident when you/the Police/someone calls Towing Allocation. You can't choose a specific company either and it is illegal for a tow truck to pick up from an accident in an allocated area unless they have been allocated to it.

Make sure you read any paperwork and ask any applicable questions before agreeing that they tow your car.

Call Avea on 1800 999 977 if you have any questions or require assistance with towing your vehicle.

Phone Numbers

Avea Insurance: 1800 999 977

Emergency: 000

Tow Truck Information:

Main Roads – WA: 138 138

Main Roads – QLD: 131 940

NSW: Arrange own tow truck or if unable, contact the Police Assistance Line on 131 444

VIC Towing Allocation – VIC Metro: 131176

SA Accident Towing Authority – 08 8231 5555

What next?

If the Police were called, wait for them to arrive and talk to them about what happened. Remember, you can always go to a Police station if you're only seeking advice.

If you're being taken to hospital by Ambulance, then make sure you tell someone else involved that you're going – also tell them which hospital you're going to – so that the info can be passed to Police. If you're still waiting on the side of the road, call family/ friend/ cab to come and pick you up.

To commence the claim process, please go to our website at www.Avea.com.au to lodge a claim 24 hours, 7 days a week or contact Avea Insurance on 1800 999 977 should you have any questions about your policy.

General Suggestions

Keep in your car;

a small notebook and a couple of pens

a small LED torch

a reflective vest and a first aid kit – keep them in the boot with your spare wheel. Might help save a life (or your own) one day

The Do Not's

Never accept or offer any money or repair offer from the third party even it's their fault as this method is illegal.

Stolen Vehicle or Malicious damage:

If your vehicle has been stolen or maliciously damaged, contact the police immediately and file a vehicle incident report.

After contacting the police, please go to our website at www.Avea.com.au to lodge a claim 24 hours, 7 days a week or contact Avea Insurance on 1800 999 977.

Windscreen:

If you have damage to your windscreen, Avea Insurance have a national service provider who provide 7 day, 24 hour service to Avea customers for all windscreen related claims.

To commence the claim process, please contact Avea Insurance on 1800 999 977 and we can facilitate the repair or replacement of your windscreen.

Record your insurance and preferred towing company details below. Keep this card in your car glove box for future reference.

Registration No.: Insurer:
Policy No.: Phone:
Towing Company: Phone:

CRASH DETAILS

Date: Time:
Street:
Suburb:
Cross St/Landmark/Nearest street No.:
GPS coordinates (use Maps or car 'SATNAV' to obtain)
LATITUDE: LONGITUDE:
_____ • _____ • _____

VEHICLE 1

** Denotes minimum legal requirement for exchange of details.*

Registration No.*: **State:**
Make: **Model:**
Driver Name*:
Address*:
Licence No.: **State:** **Phone:**
Owner Name*:
Owner Address*:
Insurer: **Policy No.:**

VEHICLE 2

** Denotes minimum legal requirement for exchange of details.*

Registration No.*: **State:**
Make: **Model:**
Driver Name*:
Address*:
Licence No.: **State:** **Phone:**
Owner Name*:
Owner Address*:
Insurer: **Policy No.:**