

Witness to Accident*

Name of witness

Address

State		Postcode	

Contact Numbers

Home	
Work	
Mobile	

Was the witness an occupant of your vehicle?

Yes No

Draw a simple diagram

- Mark your vehicle as A
- Mark other vehicles involved as B, C or 1, 2, 3 etc.
- Name the streets and any landmarks

This basic diagram may help. Or draw a diagram on a separate sheet of paper.

***Note:** This is not a claim form but will assist you in recording relevant details about the accident

Management of your claim

All insurance policies contain claims conditions outlining how policy holders are to respond in the event of a claim. It is important to follow carefully the instructions outlined in the section "In the event of an accident" so as not to prejudice the cover provided.

The procedure for arranging the repairs to your vehicle will depend upon how much damage it has sustained and whether it is able to be driven. Expert management and support in the event of a claim is critical.

We have a dedicated claims team to support all our clients through the claim process. We are here to help you wherever we can, so if you are unsure of anything, give us a call Monday to Friday between 9am to 5pm AEST on:

 **1300 655 037**

Or if you would like to speak to an insurance expert about any of our other products, contact us on:

 enquiries@nih.com.au

 nih.com.au

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Glove Box Guide Claim Kit

What to do in case of an accident



Accident Details of Driver and Vehicle*

Other drivers' registration plate number and vehicle model

Name of other driver

Address

State		Postcode	

Licence No.

State of Issue

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Contact Numbers

Home

--

Work

--

Mobile

--

Insurance Company

--

Where did the accident happen?

Suburb

--

Street

--

Cross St

--

Date

--

Time

--

Details of damage to other driver's vehicle

Name of Police Officer

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Station

Event No.

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Need to make a claim?

Follow these straightforward steps:

Depending on your vehicle's condition, follow these steps:

If your vehicle is drivable:

- Contact Network Insurance House to initiate claim lodgement with your insurer. We will supply you with a claim form for completion.
- Obtain a detailed repair quote from a licensed repairer. Keep in mind that certain insurers might have preferred repair shops, so it's a good idea to consult Network Insurance House for guidance.

If your vehicle is not drivable:

- Coordinate the towing of your vehicle to your chosen nearby repairer. They will prepare a repair quote. For recommended repairers, consider reaching out to Network Insurance House.

For Windscreen or Automotive Glass damage:

Many insurers have a partnership with O'Brien Glass for Windscreen and Automotive Glass repairs. You can also contact O'Brien Glass directly at 13 16 16 for assistance.

In the event of an accident

1. Notify the police immediately if the other driver(s):

- Refuses to stop;
- Refuses to exchange details;
- Appears to be under the influence of alcohol or drugs.

Also notify the police if:

- Someone is fatally injured or requires medical attention;
- Any vehicle involved needs to be towed away;
- Required by Law.

2. Write down the vital details immediately on the Accident Details Form.

See the Accident Details Form for a list of the information you need to collect.

3. Don't admit fault - just state the facts

Protect your legal rights - don't say the accident is your fault. Of course you should state the true facts of the accident in any statements, but the law does not require you to admit fault. (Admission of liability may result in your claim being denied). Remember there is no need to insist others are at fault.