

**Witness to Accident\***

Name of witness

Address

State  Postcode

Contact numbers  
 Work ( )   
 Home ( )   
 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.

**How the claims service can help you**

It is our aim to provide you with claims service that is second to none. In doing so, we endeavour to make the claims experience a positive one and strive to meet and, where possible, exceed your expectations.

To assist us in our endeavour, when a vehicle is involved in an incident that is likely to result in a claim please follow the steps under the Section titled *"In the event of an accident"*.

However, if rather than following these steps and taking the vehicle to a nearby repairer you want to deal with us direct, please feel free to do so.

The procedure for arranging the repairs of your vehicle will depend upon how much damage it has sustained and whether it is able to be driven.

**Contact details**

<b>Sydney</b>	85 Harrington Street	(02) 8275 9999
<b>Brisbane</b>	100 Edward Street	(07) 3859 5666
<b>Melbourne</b>	628 Bourke Street	(03) 9246 2666
<b>Adelaide</b>	45 Pirie Street	(08) 8202 2300
<b>Perth</b>	200 St Georges Terrace	(08) 9213 6100
<b>Hobart</b>	85 Macquarie Street	(03) 6237 3833

**Or call our 24 hour claims advice line 1800 723 867  
 Website: [www.qbe.com](http://www.qbe.com)**

Transport Operators  
 Glove Box Guide  
 Claim Kit



**What to do in case of an accident**



QBE Insurance (Australia) Limited  
 ABN 78 003 191 035, AFS Licence No. 239545.

QM1709-0208



## 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 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.

### 4. Immediate action

Take all reasonable measures to avoid or minimise any loss, damage or liability.

You must inform us or your Financial Services provider of the event as soon as possible. You will be provided with advice on the procedure to follow.

### 5. If the goods are damaged (Marine Carriers Section)

Take immediate action

- Take all reasonable measures to avoid or minimise any loss, damage to the goods
- If the goods have been stolen following the accident, inform the police as soon as possible after the theft is discovered.

## Need to make a claim?

### Follow these simple steps:

#### If the vehicle is driveable

- Get an itemised repair quote from a licensed repairer of **your choice**.
- Complete a QBE claim form.
- Leave your vehicle and the claim form with the repairer, who will arrange an assessment on your behalf or contact your nearest QBE claims office to arrange an assessment.

#### If the vehicle is not driveable

- Have your vehicle towed to the nearest licensed repairer of your choice. They will prepare a quote and arrange for our assessor to inspect your vehicle.

*Don't forget to complete your claim form and leave it with your repairer.*

#### Windscreen or Autoglass damage

QBE recommends O'Brien for all Windscreen and Automotive Glass replacement, no matter what type of vehicle you drive.

Call O'Brien on 13 16 16 and they'll handle the claim for you and have you back on the road fast.

You are free however to select the supplier of your choice.

#### If the Goods you are carrying are damaged

Notification

- Inform us of the event as soon as possible.
- Submit to us full written particulars as soon as possible.
- Send to us all correspondence and documents relating to the event.
- Reject any claim made against you and deny any liability in writing in accordance with the terms and conditions of the consignment note (where you have not accepted responsibility) and advise us immediately.

#### What should not be done

- Don't admit liability.
- Don't repair or replace any goods until you have our approval.
- Don't dispose of the damaged goods without our approval.

### 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

Contact numbers

Work ( )

Home ( )

Mobile

Insurance company

Where did the accident happen?

Suburb

Street

Cross Street

Date  /  /  Time

Details of damage to other driver's vehicle

Name of Police Officer

Station

Event No