

VEHICLE GLOVE BOX CLAIM GUIDE



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

Glove Box Guide

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/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.

FOLLOW THESE SIMPLE STEPS:

[1] If the vehicle is drivable

- Get an itemised repair quote from a licensed repairer. Some insurers have preferred repairers, so ring JVIB to check.
- Complete claim form provided by JVIB.
- Return completed claim form to JVIB with quote(s) for repair and we will arrange for assessment on your behalf.

[2] If the vehicle is not drivable

- Have your vehicle towed to the nearest licensed repairer. Some insurers have preferred repairers, so ring JVIB to check. They will prepare a quote.
- Complete claim form provided by JVIB.
- Return completed claim form to JVIB with quote(s) for repair and we will arrange for assessment on your behalf.

WINDSCREEN OR AUTOMOTIVE GLASS DAMAGE

O'Brien® is the preferred glass replacement service provider to the majority of Australia's major insurers with convenient, responsive and highly professional glass replacement service 24 hours / 7 days / 365 days a year. Lodge your claim online by visiting the **O'Brien®** website at **www.obrienglass.com.au**

HOW CAN JVIB HELP YOU?

At JVIB 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 in our endeavour, when a vehicle is involved in an accident that is likely to result in a claim please follow the steps outlined on the previous pages.

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. We are here to help you wherever we can, so if you are unsure of anything, give us a call.

CAIRNS

1/108 Mulgrave Rd, Cairns Q 4870 • Phone: (07) 4040 4444 • Email: jvib@jvib.com.au

MAREEBA

113 Byrnes St, Mareeba Q 4880 • Phone: (07) 4092 4188 • Email: jvib@jvib.com.au

ATHERTON

Unit 1/1-3 Mabel St, Atherton QLD 4883 • Phone: (07) 4091 6011 • Email: jvib@jvib.com.au

INNISFAIL

66 Edith St, Innisfail QLD 4860 • Phone: (07) 4061 3377 • Email: jvib@jvib.com.au



HINT:

TAKE PHOTOS OF THE
ACCIDENT, REGO NUMBER
& OTHER DRIVER'S LICENCE
ON YOUR PHONE.



INSURED INFORMATION

Insured name	Policy number (if known)
Your preferred contact number	Your preferred email address
ABN	Name of the driver at the time of the accident

DETAILS OF OTHER DRIVER & VEHICLE

Other driver’s information	Licence number
	State of issue
	Contact numbers
Other driver’s registration plate number & vehicle model	Work
	Home
	Mobile
Address	Insurance company

ACCIDENT DETAILS

Where did the accident happen?	Details of damage to other driver’s vehicle
Street	
Suburb	Name of police officer and badge number
Date	Station
Time	Event number

WITNESS INFORMATION

Name of witness	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.
Address	
Contact numbers	
Was the witness an occupant of your vehicle? Yes <input type="checkbox"/> No <input type="checkbox"/>	