

This procedure is to be kept in the glove box of each University vehicle



# Motor Vehicle Accident Claim Procedure

This document is provided to help you in the event that you have a motor vehicle accident and want to make a claim against the University's Motor Vehicle Fleet insurance policy.

The University's motor vehicles are insured with **AAI Limited t/as Vero Insurance**.

## At the scene of the accident

1. Check yourself and others for injuries first, then call 000 for police assistance.
2. **DO NOT ADMIT LIABILITY for the accident.**
3. Comply with Police reporting requirements.
4. Record the date, time and location of the accident.
5. Note down the other driver's information - name, contact details, registration number, vehicle make and model, insurance company details - if applicable
6. Record names and contact numbers of witnesses where possible.
7. Take photographs of the accident scene and vehicle damage using your mobile phone; or mark the damage to the other vehicle on a diagram.
8. Explain/draw your interpretation of the scene with clear date and time information.

## Notifying the University's Insurer

9. Contact the Vero Insurance Motor Fleet Claims First Response Unit on **1800 222 043** and advise the operator that you are driving a University of Adelaide vehicle which is covered by policy **MSL009390151**.
10. If you have a mobile phone, this call can be made at the accident site. The operator will talk you through the claim procedure and record all details.
11. The First Response Unit is open to take calls 24 hours a day, 7 days a week. If you do not make the call from the accident site, make it as soon as possible thereafter. If this is done straight away, it will not be necessary to complete a claim form.
12. The insurer will manage the repair process and expedite settlement of your claim.
13. If you are asked for GST details, please ask the First Response Unit to contact the University's broker AJG.

### The University's broker is Arthur J Gallagher (AJG)

Office: 180 Greenhill Road, Parkside SA 5063  
Phone: + 61 8 8172 8000  
Fax: + 61 8 8172 8100  
Contact: David Clarke  
Email: [david.clarke@ajg.com.au](mailto:david.clarke@ajg.com.au)

Legal and Risk Branch  
Division of University Operations  
<http://www.adelaide.edu.au/legalandrisk/>  
[helpdesklegal@adelaide.edu.au](mailto:helpdesklegal@adelaide.edu.au)  
Tel: + 61 8 831 34539

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## Notifying Your Local Area (School, Faculty or Branch)

14. Contact your supervisor and advise of the incident and the action you have taken.

## Notifying Legal & Risk Branch

15. All accidents must be reported to the Legal & Risk Branch at [helpdesklegal@adelaide.edu.au](mailto:helpdesklegal@adelaide.edu.au) or telephone 8313 4539. Please provide details of the incident, and the action you have taken.

## Repairing Your Vehicle

16. The policy excess (if applicable) is \$2,000 per claim and must be paid by the Local Area (School, Faculty or Branch) to the Insurer directly.

17. After payment of the excess Vero will liaise with your Local Area directly to arrange for repairs of the vehicle.

18. If the cost of the repair is below the \$2,000 policy excess, then the Local Area will need to decide whether to proceed with repairing the vehicle. If the Local Area decides to repair the vehicle, the cost of the repairs will be paid from the Local Area's budget.

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## Details - Other Vehicle (if applicable)

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Complete this form to assist with your phone call to First Response - 1800 222 043

### Police Report

Police Report Number	
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### Other Driver's Details

Name of Driver of Other Vehicle	
Address	
Licence Number	
Phone Number	

### Other Vehicle Details

Name of Owner of other Vehicle (if different from driver)	
Address	
Phone Number	
Insurance Company	
Vehicle Make/Type	
Registration Number	
Colour	

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## Details – Witnesses (if applicable)

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<b>Name of Witness</b>	
<b>Address</b>	
<b>Phone Number</b>	

<b>Name of Witness</b>	
<b>Address</b>	
<b>Phone Number</b>	

<b>Witness Name</b>	
<b>Address</b>	
<b>Phone Number</b>	

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## Details- The Accident

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Sketch the road where accident occurred, including the location of each vehicle, and damage to each vehicle

**Note:** If you have a phone with a camera – take photographs of the vehicles and the accident scene to support your claim.