

BENEFITS OF USING CGU'S PARTNER REPAIRER NETWORK



Fast turn-around

Authorisation is not required for our Partner Repairers to commence work on your vehicle, meaning we can get you back on the road faster.



Easy

In one phone call, we can lodge the claim and book your vehicle. We also make it easy for you by providing a taxi to and from the repairer's facility (up to \$50 each way) and providing a hire car should they need it.



Highest quality

We regularly audit and review our repairers to ensure their repairs meet our industry-leading standards. You can be confident that all repairs performed by our Partner Repairer Network are high quality.



Exclusive repairers

In our Metropolitan locations*, our Partner Repairer Network includes access to our "exclusive" Partner Repairers – these repairers only fix our vehicles and are purpose built for quick repairs utilising the latest rapid repair technology and systems.

*not available in Tas. and NT



Superior service

Our Partner Repairers share our commitment to delivering exceptional customer service. Our Partner Repairers will communicate the repair's progress ensuring a smooth, professional service.

CONTACT DETAILS

To contact CGU Claims, call

Enquiries 13 24 80 (13 CGU 0)
24 hours/7 days a week

Email claims@cgu.com.au

For more information on CGU and the claims process, please go to cgu.com.au



CGU.COM.AU



Insurer
Insurance Australia Limited
ABN 11 000 016 722 AFSL 227681
trading as CGU Insurance.

backed by 

CGU1282_A REV0 11/17

ACCIDENT HELP GUIDE



Being familiar with CGU's Accident Help Guide steps will help you in the first few minutes after an event, saving you time, money, and stress.

⚠ GET SAFE

- 1 Make sure you're safely off the road
- 2 Ring **000** in case of injury or hazard
- 3 Call us 24/7 for help, **13 24 80**

☰ GET DETAILS

- 1 Write down the details of the other drivers
- 2 Take pictures of the accident
- 3 Ring **000** if the other driver won't exchange details

📱 GET TOWED

- 1 Call us if you can't drive your vehicle, **13 24 80**
- 2 Ask us to arrange a tow, or get tow truck details
- 3 Take your personal items from the vehicle

🔑 Keep this guide in your vehicle

ACCIDENT DETAILS



Take photos of the vehicles and accident scene



OTHER DRIVER DETAILS

All drivers in an accident must exchange details by law.

Name: _____

Phone: _____

Address: _____

Drivers licence: _____



VEHICLE DETAILS

Sometimes the owner might be different from the driver.

Rego: _____ Make: _____

Vehicle owner: _____

Vehicle owner's phone: _____

Vehicle owner's address: _____

Insurance company: _____



ACCIDENT DETAILS

Road rules determine who is at fault or not. We'll help either way.

Date: _____ Time: _____

Location: _____

Nearest cross street: _____

Witness name: _____

Witness phone: _____



13 24 80



cgu.com.au/claims



CLAIM DETAILS



CLAIMS MADE EASY

Making a claim, choosing a repairer and booking an inspection is easy:

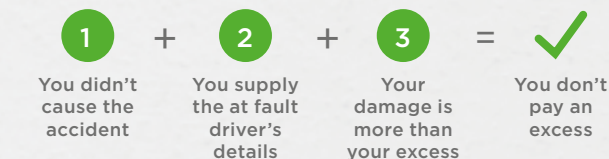
Call **13 24 80** to get 24/7 support or make a claim

Your policy number:

WHEN DO I PAY AN EXCESS?

An excess is usually paid by the driver who is considered at fault*. You must provide the at-fault driver's name, home address and rego.

**please refer to your PDS*



If 1, 2 and 3 apply, you don't pay an excess.

TOW TRUCK DETAILS

We can arrange a tow, or you can book your own.

Tow truck company: _____

Tow truck driver's name: _____

Tow truck driver's phone: _____

This document is intended as a guide to assist in gathering information and in making a claim. The PDS provides further details in relation to your coverage. CGU Insurance Limited ABN 27 004 478 371 AFS Licence No. 238291



Contact your Broker or Fleet Manager