

Motor Claims

A guide to lodging and progressing your Motor Claim with Allianz



CONTACT US



1300 300 573



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allianzclaims.com.au

Making a claim

Speed up the claim notification by having the following details before you start:

- Policy information, such as your policy number, vehicle details, insured's and the driver's details
- Information about the incident, such as the date and location of the incident
- Details about the loss or damage to the vehicle and any photos
- Information about damage caused to any other vehicle/s or property
- Any quotes, tax invoices etc, that may have already been obtained

Making a claim over the phone

To lodge a claim over the phone you can call us on **1300 300 573**.

Submit a claim online

You can notify us of your claim and you can do it 24 hours a day, 7 days a week. You can also attach supporting documentation (photos, quotes, invoices, third party demands) and review and print claim details before submitting.

Our Claims team will review the details and be in contact within 4 business hours to:

- Provide your claim number
- Discuss the repair process, including arranging an assessment (if required), and
- Discuss the next steps

Windscreen or Glass Claims

Just one call does it all.

Have your policy number ready and call O'Brien Glass on **1800 557 055**. They will lodge the claim and book in the windscreen/glass replacement.

Privacy

Whenever Allianz is contacted, we have an obligation under the Australian Privacy Act to verify a caller's identity before we can discuss the claim.

To do this we will need an insured, broker, authorised representative, or nominated driver to provide either a combination of two pieces of personal information (that matches what we have recorded on the policy) and one detail about the insured risk; or three pieces of personal information.

Personal information required would be any of the following:

- Full Name/s listed on the claim/policy file (required)
- Insured's date of birth
- Insured's postal / risk address
- Insured's email address as noted on the policy/claim
- Insured's phone number as noted on the policy/claim
- Bank account details where premium is direct debited

Risk information required would be any of the following:

- Claim/Policy number
- Vehicle registration number
- Vehicle make / model
- Location of incident

- Date of loss
- Type of loss/damage
- Excess amount
- Quote/invoice number on correspondence
- Load number (obtained from Pickles system PAIRS)

Should we be contacted by someone who is not an insured, broker, authorised representative, or nominated driver (e.g. a third party person/insurer, repairer, supplier, builder, lawyer, loss adjuster etc), they too are required to supply three points of privacy (either two pieces of personal information and one risk information; or three pieces of personal information).

Selected Repairers

Selecting a repairer is easy with our repairer locator, which allows customers and brokers to search for a repairer by location or name. Our extensive list of repairers includes our selected repairers, where over 70% are pre-authorised so no assessment is required. For all other repairers a Motor Assessor will be arranged to inspect your vehicle.

To find a repairer

Speak to your broker or intermediary to find an Allianz repairer today.

What about third party demands?

If you receive a letter of demand from another party either involved in or representing somebody else involved in the accident, you should notify us as soon as possible by calling us on **1300 300 573** and our claims consultant will take you through the claims process.

What happens next

We will advise you:

- Whether a Policy Excess applies to your claim
- If we require any further

information to progress your claim

- Discuss the motor vehicle repair process with you if you have comprehensive cover. We can also arrange your vehicle assessment date for you if required
- If your vehicle is not drivable, we will arrange for your vehicle to be towed if you have comprehensive cover.

Or, if it's already been towed to a place of safety (including a holding yard), and is comprehensively covered and repairable, we will arrange to tow your vehicle to the nearest repairer.

Vehicle Repairs

We have pre-authorised repairers located nationwide, but mostly in our metropolitan areas, who can commence repairs without an assessment. Repairs would start when you have booked in your vehicle.

We also have repairers whose quotes are assessed digitally, located mostly in our regional areas, negating the need to for an onsite assessment for repairs to be authorised.

If an assessment is required, the Motor Assessor will contact you by telephone to confirm the repair process. The necessary repairs, paint and parts for your vehicle will be authorised by the Motor Assessor.

You will need to liaise with your repairer as to when they can commence the repairs. Usually, your repairer will be able to start work immediately following the assessment depending on parts availability.

Once repairs are complete your repairer will contact you to collect your vehicle. You may need to pay an excess depending on the circumstances of your claim. We will advise you of this amount at the time of your claim lodgement.

Allianz provides a guarantee on

repairs, which we have authorised, for as long as you own or lease your vehicle. This guarantee is not transferable.

What happens if your vehicle is declared a Total Loss and is written off?

Our Motor Assessor will determine if the vehicle is damaged beyond repair and call you to advise you of this. If your policy is Market Value, this value is based on the Pre-Accident condition of your vehicle.

The Pre-Accident Value provided by the Motor Assessor does not take into account any outstanding premium or excess, which may need to be deducted. Once we have received the Motor Assessor's report, we will contact you with the final settlement amount.

When there is finance on your vehicle, Allianz is obligated to pay the financier any outstanding amount.

Once settlement has been made you will receive a total loss settlement letter outlining the settlement and instructions on how to receive a refund for any unexpired portion of your vehicle registration.

As the wreckage of your vehicle becomes the property of Allianz, the Motor Assessor will arrange for your vehicle to be towed away from the repair shop and for it to be disposed of. You will need to remove any personal items left in your vehicle.

Your personal property has been damaged in the accident

If your personal effects have been damaged in a collision involving your Allianz insured vehicle, we may include an amount towards repairing or replacing your personal effects. You need to advise us about this and keep the damaged articles available for inspection.