BENEFITS OF USING CGU'S PARTNER REPAIR NETWORK

CGUs Partner Repair model offers priority service for your clients Fleet and Commercial vehicles including sedans, EV's, utes, vans and light trucks.

Fast turn-around

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

Easy & Convenient

In one phone call, we can lodge the claim and book in your client's vehicle. We can also provide a taxi travel voucher up to the value of $50 to and from the repairer's facility and provide a hire vehicle if this is covered by the policy.

Quality Assurance

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

Exclusive Repairers

Exclusive access to our Partner Repairers nationally who are purpose built for quick repairs, utilising the latest rapid repair technology and systems.

Superior Service

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

Repair Guarantee

We provide a guarantee to customers on the quality of all repairs for as long as the customer owns the vehicle.

CONTACT DETAILS

Phone **13 24 80**

Email **motorfleetlodgements@iag.com.au to lodge a new claim or claims@cgu.com.au for existing claims**

cgu.com.au/claims

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.

Insurance issued by CGU Australia Pty Ltd ABN 62 004 478 960 trading as CGU Insurance. This does not consider your individual objectives, financial situation or needs. To see if a product is right for you, always consider the Product Disclosure Statement and Target Market Determinations available from cgu.com.au

CGU1282_A REV5 10/25

Insurer
CGU Australia Pty Ltd
ABN 62 004 478 960 AFSL 700014
trading as CGU Insurance

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 driver
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: _____

Residential address: _____

Driver's licence: _____

Vehicle details

Sometimes the owner might be different from the driver.

Registration: _____ **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,

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

Call 1300 113 487 for Glass/Windscreen claims

Email motorfleetlodgements@iag.com.au

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, residential address and registration.

**please refer to your PDS*

1	+	2	+	3	=	✓
You didn't cause the accident		You supply the at fault driver's details		Your damage is more than your excess		You don't pay an excess

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: _____

motorfleetlodgements@iag.com.au