

claims  
START

Allianz Insurance plc [www.allianz.co.uk](http://www.allianz.co.uk)

# Motor claims notification

claims START delivers you a simplified and shorter claims notification process. claims START is there 24 hours a day, 365 days of the year, to ensure that all of your new motor claim notifications are handled as quickly as possible.

From a windscreen claim\* to requiring emergency accident recovery\*\*, claims START is on hand to deal with all of the necessary arrangements.

**Call claims START on 0330 102 1998 to notify us of any new motor claim.**

## Damaged Vehicle

Once you have notified claims START of the incident and if the damage is covered by your policy, an approved repairer will contact you to arrange repairs of your vehicle\*.

As part of our service all of our approved repairers will provide:

- Free courtesy vehicle
- Free collection & delivery of your vehicle
- Priority service and speedy repairs
- 5 year guarantee on all repairs
- Free wash and vacuum
- High standard of workmanship

If your vehicle is not repairable, our service team will take you through this procedure at the time of your call.

### Reporting claims quickly helps to

- control your claims costs. A significant factor when insurers are setting future premiums
- minimise impact on your business by commencing vehicle repairs asap

## In the event of an accident

Please do not admit liability or discuss blame with the other party until you have sought advice from our claims START team.

### Obtain the other driver(s):

- vehicle registration number
- name of his/her insurers
- motor insurance certificate number.

### Obtain the name, address and telephone number of:

- any other driver(s) involved
- any other person(s) involved
- any witnesses
- attending police officers

If it is safe and appropriate to do so take a photo of the accident scene, third parties and damaged vehicles.

Phone claims START immediately with details of the accident

When telephoning, please have the following information close to hand:

- policy number
- policyholder name
- vehicle registration
- depot number and name (if applicable).



Allianz 

## Accident Details

Date  /  / 20

Location (place/road name)

  
  

Road conditions

Speed limit

### Police details

Police in attendance Yes  No

Reporting officer police station

Reporting officer name

Telephone

Reporting officer number

### Damage to other vehicle/property

Use additional bump cards if necessary

  
  
  
  
  
  
  
  
  

Vehicle type

Make/model

Driver name

Reg. no.

Address

Postcode

Telephone

Third party insurer

Policy no.

Description of damage to other vehicle/property

  
  
  
  
  
  
  

No. of passengers in vehicle

### Witness

Witness 1 name

Witness 1 address

Postcode

Witness 1 Tel.

Witness 1 Location

Please write a brief description of what happened.



## claims START is Allianz Insurance plc's motor claims notification service.

We will record details of the accident and assess liability. If appropriate we will arrange to have your vehicle repaired and arrange where possible the use of an alternative vehicle.

Call us as soon as you can.

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\* Our preferred glass supplier will deal with all emergency glass repair or replacement. If you have comprehensive cover then the cost will be billed to Allianz (after deduction of any excess and VAT. No excess applies to windscreen repairs). If your policy does not provide glass cover, you can still benefit from substantial discounts.

\*\* If your vehicle cannot be driven following an accident, claims START will arrange for it to be taken to the nearest Allianz Approved Repairer. If the damage is covered by your policy, the cost will be paid by us. If you are not insured for the damage you will be responsible for the recovery charge. Regardless of your cover, we will make arrangements for you and ensure all charges are kept to a minimum.

+ For vehicles up to 3.5 tonnes gross vehicle weight only.

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## Accident sketch

Make a sketch of the accident scene below. Show the direction of travel, approximate speed and registration number on each vehicle. Also, mark any signposts, road markings, skid marks, hazards and the location of witnesses.



## Photo

Please take a photo of any damage to your vehicle, or of the accident location.

