



Motor vehicle fleet claim procedures

In the event of an accident

- ✓ Stop and exchange names and addresses with any other party involved.
- ✓ Record registration number and make of any other vehicle.
- ✓ Ensure that the exact location of the accident is noted, together with times and conditions of the road (e.g. slippery, following heavy rain etc.).
- ✓ Record names and addresses of as many witnesses as possible at the scene of the accident.
- ✓ Report accident to police if required to do so by State Motor Traffic Law or By-Law.
- ✓ Take photos of any damage.
- ✓ Keep damaged property and items so the damage can be inspected and assessed if required.
- ✗ Discussions concerning negligence of either party involved in the accident must not be entered into (e.g. admitting fault).

Lodging a claim

1. Phone CGU on **132 480**
(available 24 hours from anywhere in Australia)
2. Quote policy number **24F2628625**
3. A CGU claims officer will take all the details of the incident (approximately 10 to 15 minutes).
4. CGU will assist with any queries regarding the repair process and what will happen following an accident.

Policy Number: 24F2628625

24 hours / 7 days

Phone: 132 480

UQ Insurance Services

Insurance matters should be referred to:

Insurance Services, Governance and Risk
The University of Queensland
Phone: 07 3365 3075
Email: insuranceclaims@uq.edu.au