



# Car accident guide

If you have an accident, use this guide to help you remember what to do immediately afterwards.

## Call for help

- 1. Turn off your car's ignition, activate its hazard lights and move off the road.
- 2. Dial **000** if anyone is injured or the road is blocked
- 3. If you need further assistance, call us on **1300 139 591**.

#### **Collect information**

- 1. Ask the other drivers for their details (by law, they must provide them to you).
- 2. Record basic accident details; and take photos of the accident scene.
- 3. Report to the police any driver who refuses to provide their details.

#### Order a tow truck

- 1. If your car is undriveable, call us on **1300 139 591**.
- 2. Ask us to arrange a tow for your car.
- 3. Remove any valuables from your car before it's towed away.

## App that could save your life

If you're confused or have an accident in a rural or remote area without any landmarks or street names, the **Emergency+ app** can use your smartphone's GPS functionality to help 000 responders find you. Download it from Google Play (Android) or the App Store (iOS) now!

#### Other driver

Name:
Phone number:

Address:

Drivers licence number:

#### Other vehicle

Registration number:

Make/model/colour:

Vehicle owner's name:

Vehicle owner's address:

Insurer:

#### **Accident details**

Date:

Location:

Nearest cross street:

Witness's name:

Witness's phone:

#### **Additional notes**

## Take photos (if safe to do so)





**1.** Stand at the edge of the accident scene and take some wide shots from different angles.

**2.** Move closer and/or zoom in to the vehicles and take some close-ups of the damage.

### Tow truck details

If you'd like us to arrange a tow, call us on **1300 139 591**.

Tow truck company:

Driver's name:

Driver's phone:

Address vehicle being towed to:

## Make a claim

Claim on your Budget Direct car insurance 24/7:

#### Claim online

Go to budgetdirect.com.au; you can book a damage assessment at the same time.

#### Call us on 1300 139 591

A member of our team will help you lodge your claim over the phone.

Your claim number:

Within two business days of you lodging your claim, we'll contact you to advise you of the next steps and, if necessary, request more information.