

Making a claim is easy

Submit your claim online, in app or over the phone, we're here to help.



A Help
Company



Be cautious of third-party services

- 1 Sponsored ads that appear above our official website
- 2 People at the scene claiming to act on our behalf
- 3 Anyone pressuring you to sign documents

If you're not sure, give us a call.

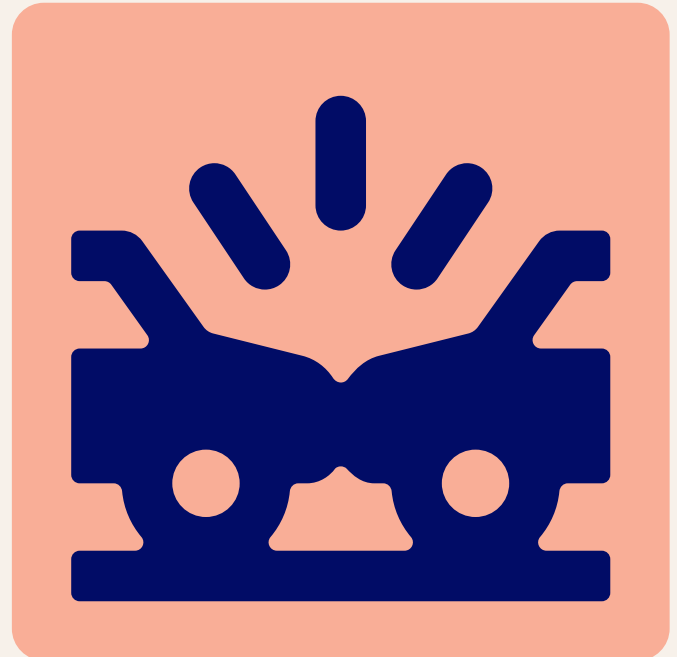


Give the other party our details

Let the other party know that we are your insurer and ask them to call us on **1300 109 303**. Depending on the circumstances, we may be able to arrange for their repair and a hire car, if they were not at fault.

Accident Information Guide

If you're involved in an accident, here's a guide on what steps to take, and what information you may need.



Accident Guide

Make sure you're safe first, then submit your claim online or in the app. We'll confirm what's covered and make sure any repairs are authorised by us.



Get safe

- 1 Make sure you're safely off the road
- 2 Ring **000** in case of injury or hazard



Get details

- 1 Exchange names, contact info, and registration numbers
- 2 Take photos of the scene and any damage
- 3 Ring **000** if the other driver won't exchange details



Get towed

- 1 Can't drive your car? Call us on **13 11 23**
- 2 We may be able to arrange a tow, or provide tow truck details
- 3 Take your personal items from the vehicle



Claims made easy

To make a claim, choose a repairer or book an inspection:

- Scan the below **QR code**



- Make a claim in the **NRMA Insurance App**
- If you need support with your claim, call us on **13 11 23**

Accident Details

Write down what happened and take photos of the vehicles and accident scene.

Other driver details

Having the other drivers details will help us process your claim.

Name:

Phone:

Address:

Drivers licence:

Other vehicle details

Sometimes the owner might be different from the driver.

Rego:

Make:

Vehicle owner:

Vehicle owner's phone:

Vehicle owner's address:

Insurance company:

Accident details

The more information you get, the better.

Date:

Time:

Location:

Nearest cross street:

Witness name:

Witness phone:
