



## HEAVY MOTOR FLEET INSURANCE CLAIM FORM

Please complete, save and send completed claim form to

[claims@hmia.com.au](mailto:claims@hmia.com.au)

Your claim cannot be processed unless you have completed all mandatory fields *(these are shown in red)*

- Take precautions to ensure that no further damage or loss occurs to your vehicle/s
- Where possible have the vehicle moved to a secure location if not drivable
- Obtain one repair quotation
- No repairs should be undertaken without the approval of HMIA
- An Assessor will be appointed to assess the damage to your vehicle/s
- This Claim Form should be completed and returned to us as soon as possible including any relevant photos and attachments
- Contact us if you are unsure about anything in relation to completing this Claim Form

### WHO IS COMPLETING THIS FORM?

#### THE INSURED

Full Name of Insured:

ABN:

To what extent can you claim an input tax credit on the vehicle which is the subject of this claim? \_\_\_\_\_%

Expiry Date:

Address:

Post Code:

Phone:

Mobile Phone:

Email:

#### YOUR BROKER

Name of Broker firm:

Name of your Broker:

Your Broker contact details:

#### ACCIDENT OR THEFT DETAILS

Date of accident: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of accident:

Name of road/street where accident occurred:

Name of suburb where accident occurred:

State:

Postcode:

Are you claiming for the damage to your vehicle?

Is the vehicle drivable?



Was the vehicle towed?
If so, where was the vehicle towed to?
What happened? - Please describe what happened before, at the time of, and after the accident: <i>500 max character limit</i>
What speed was your vehicle travelling at the time of the accident? _____ km/h
How many other vehicles (third party/s) were involved in the accident? or 1 or 2
Was there any damage to any other property? e.g. a fence or building No or Yes
Where did you start the journey?
What time was the journey started?
Where were you driving to?
Who was the last person in charge of the vehicle prior to the accident/incident/theft?
Who do you think was responsible for the accident and why?
Has the accident/incident/theft been reported to the police?
Police Report No:
Did the police attend the scene?
Name of the police officer that took the report of the accident/incident/theft:
Name of the police station where the accident/incident/theft was reported:
Is any police action pending against any of the parties involved?
If yes, what police action was taken and against who?
Is there any video or CCTV video available? e.g. vehicle on board camera (If yes, please retain a copy or tell us who we can get it from)
Provide details of Independent Witnesses: (An independent witness has no association with any parties involved in the accident/incident/theft)
1. Name: _____ Ph. No. _____
Address: _____
2. Name: _____ Ph. No. _____
Address: _____
Any other Witnesses (not necessarily independent witnesses)
1. Name: _____ Ph. No. _____
Address: _____
2. Name: _____ Ph. No. _____
Address: _____



## YOUR DRIVER

Surname:	Given Names:
Residential Address:	
Date of birth: ____/____/____	Phone No:
Driver's Licence No:	Class:
State of Issue:	Expiry Date:
Is the driver an employee of the insured? (If no, what is the relationship? e.g. sub-contractor)	
Was the driver authorised to be driving the vehicle at the time of the accident/incident?	
Was any alcohol consumed or drugs taken in the 12 hours before the accident? (If yes give details)	
Did the driver undergo a roadside breath test, or breath analysis, or swab test, or blood test or urine test or another type of test following the accident?	
If Yes, what were the results of any of the tests?	

## YOUR VEHICLE – POWERED UNIT (PRIME MOVER/RIGID/CAR/OTHER)

Vehicle Make:	Vehicle Model:
Registration No:	Registration Expiry Date:
VIN/Chassis No:	
Engine No:	
Date Purchased: ____/____/____	Purchase Amount:
Name of registered owner: (if different from the Insured)	
Name of finance company (if applicable):	
What type of freight was being carried at the time of the accident?	
Have you recently attempted to sell the vehicle?	
Who performs the servicing, maintenance and mechanical repairs on the vehicle?	
Please outline the damage to your vehicle:	
Is your vehicle fitted with tracking? (GPS or other type)	

## WERE ANY TRAILERS OF YOURS INVOLVED?

No - Proceed to 'WHERE IS YOUR VEHICLE' on page 5

Yes - Please complete trailer details following

**TRAILER 1**

<b>Trailer Make:</b>	<b>Trailer Model:</b>
<b>Registration No:</b>	<b>Registration Expiry Date:</b>
VIN/Chassis No:	
Date Purchased: ____/____/____	Purchase Amount:
Name of registered owner: (if different from the Insured)	
Name of finance company (if applicable):	
What type of freight was being carried at the time of the accident?	
Have you recently attempted to sell the vehicle?	
Who performs the servicing, maintenance and mechanical repairs on the vehicle?	
Is the trailer subject to a lease or hire agreement?	
Please outline the damage to the trailer:	

**TRAILER 2**

<b>Trailer Make:</b>	<b>Trailer Model:</b>
<b>Registration No:</b>	<b>Registration Expiry Date:</b>
VIN/Chassis No:	
Date Purchased: ____/____/____	Purchase Amount:
Name of registered owner: (if different from the Insured)	
Name of finance company (if applicable):	
What type of freight was being carried at the time of the accident?	
Have you recently attempted to sell the vehicle?	
Who performs the servicing, maintenance and mechanical repairs on the vehicle?	
Is the trailer subject to a lease or hire agreement?	
Please outline the damage to the trailer:	



### TRAILER 3

Trailer Make:	Trailer Model:
Registration No:	Registration Expiry Date:
VIN/Chassis No:	
Date Purchased: ____/____/____	Purchase Amount:
Name of registered owner: (if different from the Insured)	
Name of finance company (if applicable):	
What type of freight was being carried at the time of the accident?	
Have you recently attempted to sell the vehicle?	
Who performs the servicing, maintenance and mechanical repairs on the vehicle?	
Is the trailer subject to a lease or hire agreement?	
Please outline the damage to the trailer:	

### WHERE IS YOUR VEHICLE?

Where is the vehicle located now?
If at a repairer, what is the name & address of that repairer?
What is the telephone number of the repairer?
Has a quote been prepared for your vehicle?

### OTHER PERSON(S) & VEHICLE(S) INVOLVED IN THE ACCIDENT

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	

**OTHER PERSON(S) & VEHICLE(S) INVOLVED IN THE ACCIDENT**

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	

Name:	Ph. No:
Address:	
Vehicle Make:	Vehicle Model:
Vehicle Registration No:	
Description of damage to their vehicle/property:	



## **PHOTOGRAPHS OF THE ACCIDENT SCENE & VEHICLES**

Please provide any photographs or video of the accident scene and the damaged vehicle/s, including any 'dashcam' video.

## **AGENT OF THE INSURER**

In accordance with the requirements of the Corporations Act 2001, HMIA in arranging or effecting this insurance, or dealing with or settling claims will be acting under an authority given to it by the International Insurance Company of Hannover SE – Australian Branch. Accordingly, HMIA will be acting as an agent of the insurer and not an agent of the insured.

## **PRIVACY**

Privacy legislation regulates the way private sector organisations can collect, secure, use, and disclose personal information. HMIA has developed a Privacy Policy, which explains what sort of personal information we hold about you and what we do with that information. We hold your personal information on databases and take all reasonable steps to securely retain any information we hold. We also maintain security procedures to manage and protect the use of paper records containing personal information. You have the right to seek access your personal information as well as correct it at any time. Please contact us on (02) 9227 8400 should you have any inquiries in relation to your information. To obtain a copy of HMIA's or the Insurer's Privacy Policy, please contact us or visit our website.

## **COMPLAINTS & DISPUTES RESOLUTION**

If you have any complaints about the products or services provided to you, we have a complaints and internal dispute resolution process to try and resolve them as quickly as possible. Please contact us and tell us about your complaint.

If you are not satisfied with the outcome of this process, we will provide you with information about our External Dispute Resolution Mechanism.

## **DECLARATION**

- I/we declare that to the best of my/our knowledge and belief, the information provided on this claim form and in any attached documentation is true and correct and that I/we have not withheld any relevant information.
- I/we consent to HMIA, Insurer and/or its agent using the personal information I/we have provided for the purpose of processing my/our claim.
- I/we understand that if I/we decide not to provide the required details, this is my/our choice; however, HMIA, the Insurer and/or its agent may not be able to process my/our claim.
- I/we consent to HMIA, the Insurer and/or its agent disclosing my/our personal information to other insurers, reinsurers, an insurance reference



service, claims adjusters, lawyers and other consultants, or as required by law.

- I/we also consent to HMIA, the Insurer and/or its agent disclosing my/our personal information to and/or collecting additional information about me/us, from investigators or legal advisors.
- I/we acknowledge that I/we have read and understood the Privacy Statement and consent to the collection, storage, use and disclosure of personal and sensitive information of all persons affected by this claim.
- I/we acknowledge that if I/we do not agree to the collection of this personal information then HMIA, the Insurer and/or its agent will be unable to process my/our claim.
- I/we authorise HMIA, the Insurer or its agent to give to and obtain from other insurers, insurance reference bureaus and credit reporting agencies any information relating to the insured's credit or insurance history as well as insurance claims information obtained during the course of this contract.

I have read and approved the Declaration and acknowledge that the information provided in this claim form is true and correct

[Click here](#)

Name

Date

## CLAIM LODGEMENT CHECKLIST

**Please check to ensure that you have undertaken the following:**

- All information requested in the claim form has been provided
- The Claim Form has been acknowledged by the Insured
- A copy of the driver's driver licence has been supplied
- A copy of current certificate/s of registration for all insured vehicles involved in the accident/incident has been supplied
- A copy of driver work diary (logbook) entries for the 12 days leading up to the accident has been supplied

N.B. The Insurer may also request that you provide servicing and maintenance records for your vehicle/s