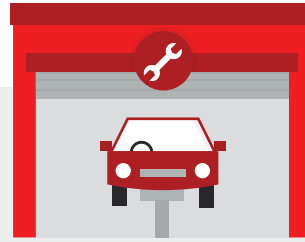


Motor claims checklist

Making a vehicle claim shouldn't be a complicated process – the more information we have the easier it will be.



The following is required on any claim:

- Fully completed claims form
- Policy number of the insured
- Full name or business name
- Driver's licence, including its expiry date
- Photos of the damaged vehicle
- Make and model of the vehicle
- A copy of the police report or police file number (if one has been filed)
- Current location of the vehicle
- Vehicle repairer details (see the approved list of panel beaters at vero.co.nz and then search 'Repairer Locator').

Some tips to help speed up the Motor claims process

Approved repairers

- You can get an approved repairer to submit a quote or we can appoint an assessor.
- Having an approved repairer for Motor claims has its advantages:
 - No need for you to leave your vehicle for assessment as our inhouse assessors will assess from photos provided by the repairer
 - Repairs are guaranteed while you still own the vehicle.

Incident 'at fault' details

The police can supply third party details but this can take time so the more information we receive the better. The following points of identification are required to waive an excess:

- The registration number of the other vehicle
- The name, address, phone number and insurer of any other driver involved
- The name and phone number of any independent witnesses.

Tractor tyre claims

Tractor tyre claims need the claim form completed with details of what happened as well as the make and model of the tractor.

Windscreen claims

If you need to have your windscreen repaired, you can go direct to Novus, Smith & Smith or AA Auto Glass.

Have your policy number ready as this assists with locating your customer records.

If you are driving a fleet vehicle and need to make a windscreen claim, it is best to call us first so we can locate the vehicle and give you a claim number.

Send your claim emails to the correct address



Lodging a new claim

Below are the email addresses to use for a **new claim**. Please remember to put the policy number, your name and your reference in the subject line.

newclaims@vero.co.nz
windscreenclaims@vero.co.nz

Information or query regarding an existing claim

Below is the email address to use for an **existing claim**. Please ensure you include the claim number in the subject line.

myclaim@vero.co.nz