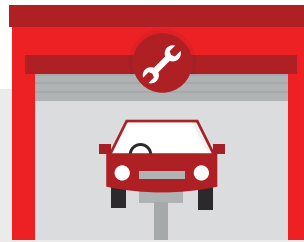


Motor claims checklist

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 on the Vero website – search for 'Repairer Locator').



Some tips to help speed up the Motor claims process

Approved repairers

- The customer 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 customers to leave their vehicle for assessment as our inhouse assessors will assess from photos provided by the repairer
 - Repairs are guaranteed while the customer still owns 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.

Windscreen claims

Windscreen claims can go direct to Novus, S&S or AA Auto Glass (give your customer their policy number). If a fleet or similar has a windscreen claim it is best to call us first so we can locate the vehicle and advise a claim number.

- Invoices from other repairers will be assessed and approved by AGC, who will advise if costs are reasonable.

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.

- Invoices need to include the repair details or state if replacing the tread, so that depreciation can be deducted and claim paid once our internal Motor Assessor has reviewed.

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, customer name and your reference in the subject line.

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

Information or query regarding an existing claim

Below are the email addresses to use for an **existing claim**. Please ensure you include the claim number in the subject line:

myclaim@vero.co.nz
myclaim@ampg.co.nz