

CGU SEE IT THROUGH.

ACCIDENT HELP GUIDE

Being involved in a motor accident can be a traumatic event. At CGU we want to help ease some of the pain by providing a guide on what information to collect in the occurrence of an accident to help you through the claims process.

Please see over page for a guide of important information to be collected before making contact for a claim. These are the details we need to ensure a smooth claims process.

Once all details have been noted please contact the CGU Claims team as listed below.

CONTACT DETAILS

To contact the CGU Claims Response Team call

Enquiries 13 24 80 (13 CGU 0)
24 hours/7 days a week

Email claims@cgu.com.au

For more information on CGU and the claims process, please go to cgu.com.au

This guide is for your reference only

- CGU policy number
- Insured name
- Risk address
- Registration number
- Vehicle make + model
- Date and time of loss
- Loss address
- Accident description/extent of damage
- Current location of vehicle
- If your vehicle is not driveable and requires a tow, please call 13 CGU 0 for assistance
- Driver details - name, address and DOB, drugs/ alcohol within 12 hours
- Third party owner details (if applicable) - name, address, vehicle make, model, rego, insurer and contact number
- Police details (if applicable)
- Witness details (if applicable)
- GST details (ABN & ITC) (if applicable)

Please use the space below to record personal claim information (to be supplied once you lodge your claim). This information should be kept for future reference.

CLAIM INFORMATION DETAILS

Claim Number

Claim consultant details