

MAKESAFE Motor Accident Guide



Being familiar with NRMA's MakeSafe steps will help you in the first few minutes after an event, saving you time, money, and stress.

Get safe

- 1 Make sure you're safely off the road
- 2 Ring **000** in case of injury or hazard
- 3 Call us for help, **131 123**

Get details

- 1 Write down the details of the other drivers
- 2 Take pictures of the accident
- 3 Ring **000** if the other driver won't exchange details

Get towed

- 1 Call us if you can't drive your vehicle, **131 123**
- 2 Ask us to arrange a tow, or get tow truck details
- 3 Take your personal items from the vehicle

 Keep this guide in your vehicle

 **131 123**

MakeSafe details

Take photos of the vehicles and accident scene



Driver details

All drivers in an accident must exchange details by law.

Name: _____

Phone: _____

Address: _____

Drivers licence: _____

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

Road rules determine who is at fault or not. We'll help either way.

Date: _____

Time: _____

Location: _____

Nearest cross street: _____

Witness name: _____

Witness phone: _____

 nrma.com.au/claims

 **131 123**

 nrma.com.au

 in branch



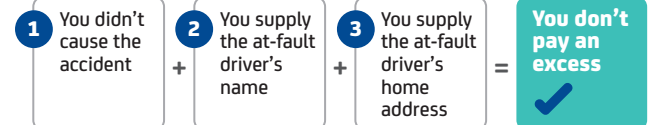
Claims made easy

Making a claim, choosing a repairer and booking an inspection is easy:

- Go to nrma.com.au and log into My Account to lodge a claim
- Call **131 123** to get support or make a claim
- Drop into your local branch and chat to a consultant

When do I pay an excess?

An excess is usually paid by the driver who is considered at fault. You must provide the at-fault driver's name and home address.



If 1, 2 and 3 apply, you don't pay an excess.

Tow truck details

We can arrange a tow, or you can book your own.

Tow truck company: _____

Tow truck driver's name: _____

Tow truck driver's phone: _____

This document is intended as a guide to assist in gathering information and in making a claim. The PDS provides further details in relation to your coverage. Insurance Australia Limited ABN 11 000 016 722 AFS Licence No. 227681 trading as NRMA Insurance.

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