



Accident Checklist

RACV Car Insurance

Keep this handy in your glove box

What to do if you're in an accident?

Accidents can happen when you least expect them, even to the most careful drivers. That's why having a clear plan helps. Follow this simple checklist to stay safe, protect yourself, and ensure help arrives when you need it most.

Safety first



- Turn on your hazard lights and, if safe, move your vehicle out of traffic.
- Ring 000 in case of an injury or hazard.

Record details



- Exchange names, contact info, and registration numbers.
- Take photos of the scene and any damage.
- Ring **000** if the other driver will not exchange details.

Can't drive your vehicle?



- Call us on **13 19 03**.
- We may be able to arrange a tow.
- Take personal items from your vehicle.

24/7 claims support



- Make a claim online or via the **RACV App**.
- If you need support with your claim call us on **13 19 03**.



Scan QR code to make a claim online.

Record accident details

Use the section below to record all accident details - it will help streamline your RACV Insurance claim.

Other driver's details

Having the other drivers details will help us process your claim.

Name: _____

Phone: _____

Address: _____

Driver's licence no. _____

The other vehicle(s)

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

The more information you get, the better.

Date: _____

Time: _____

Location: _____

Nearest cross-street: _____

Witness name: _____

Witness phone: _____

If police were called to the accident, remember to record the **incident number** to help with your claim.

We're here when you need us the most.

24/7 Claims & Assistance: 13 19 03

Lodge your claim anytime at racv.com.au or in the RACV App.

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. The information provided is general advice only. Before making any decisions please consider your own circumstances and the Product Disclosure Statement and Target Market Determinations. For copies, visit racv.com.au. As distributor, RACV Insurance Services Pty Ltd AFS Licence No. 230039 receives commission for each policy sold or renewed. Products issued by Insurance Manufacturers of Australia Pty Ltd ABN 93 004 208 084 AFS Licence No. 227678.

Broken down?

**Not in an accident, call 13 11 11
for Roadside Assistance.**

Emergency Roadside Assistance is a product of Royal Automobile Club of Victoria (RACV) Ltd ABN 44 004 060 833. Terms and conditions apply. Refer to RACV Emergency Roadside Assistance Terms and Conditions. Can't find it? Call us on 13 72 28 or visit racv.com.au. An active product holding is required for service. 24-hour waiting period applies after purchasing.