



Accident Management

Accident Management and
Driver Care Service



0800 360 960
www.fleetpartners.co.nz

FleetPartners Accident Management helps your business achieve the following:

- Identify fleet risks
- Reduce crash rates
- Improve driver safety
- Lower your operating costs
- Increase profits
- Comply with NZ Health and Safety legislation, vehicles are considered places of work



Let FleetPartners take the stress out of your vehicle crashes.

Being involved in an accident can be a distressing time. FleetPartners Accident Management provides an efficient service that reduces the inconvenience to drivers when the unforeseen occurs by managing the entire claim and repairs process for you.

Benefits:

- One 0800 number to call for accident management services or customer service assistance – 0800 438 435, Option 1 for Accident Management
- 24 / 7 accident assistance and claim lodgement
- Removes the hassle of having to make multiple phone calls
- Reduces unwanted paper work by reporting your claims over the phone*
- Immediate notification to your insurer
- At the scene, incident or claims advice
- Removes the administration from your business by no longer having to manage accidents in your fleet
- Access to a nationwide network of quality repairers at a competitive price, including towing providers, assessors and other vendors
- The workmanship conducted by SurePlan approved repairers is guaranteed

Please refer to the Accident Report at the back of this brochure should you be unfortunate enough to have an accident.

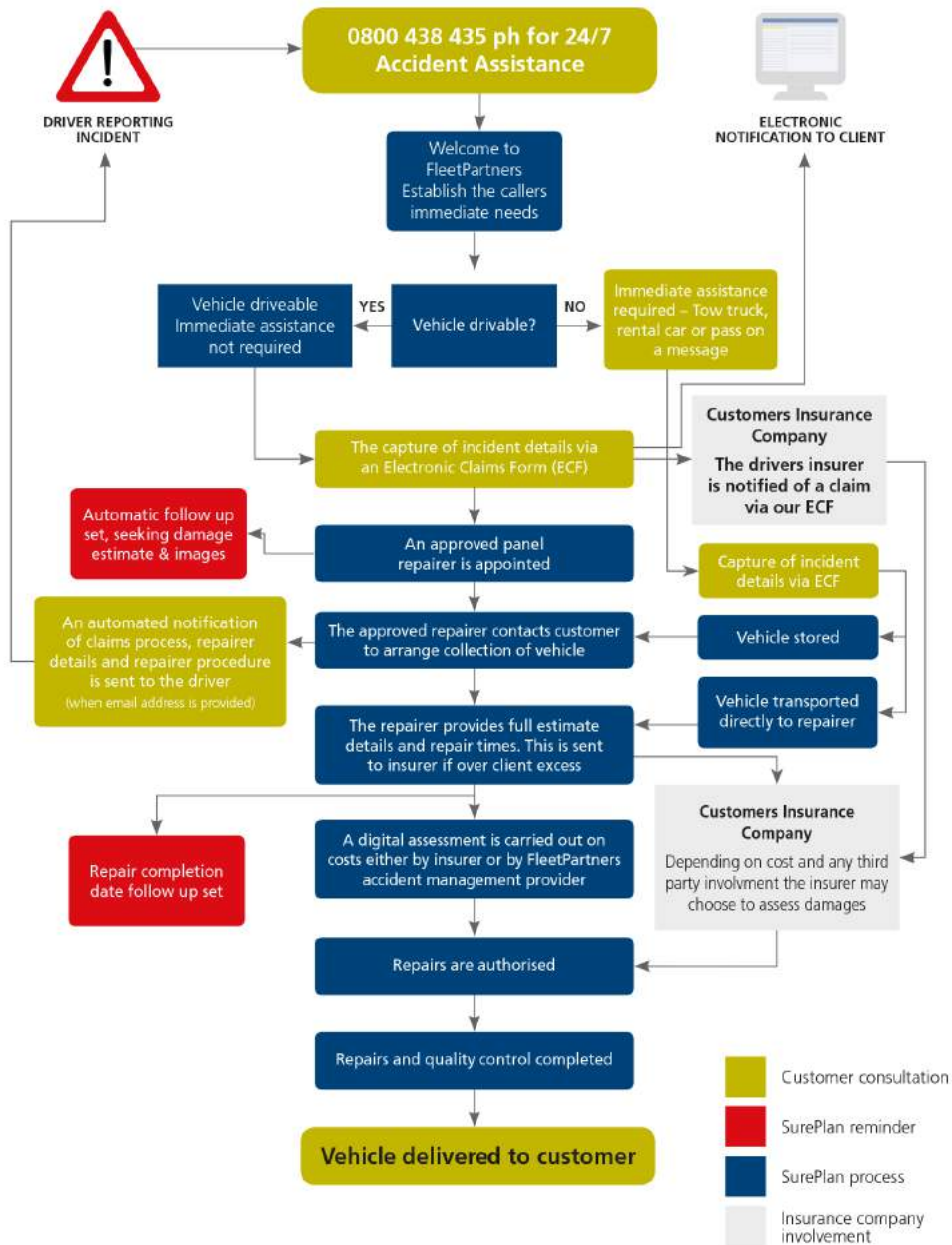
*Depending on your policy and insurer you may still be required to complete a signed claim form and declaration

What will we do in the event of an accident?

- Report a vehicle accident, theft or vandalism by simply calling **0800 438 435**
- We will determine the drivers immediate needs arranging a tow truck, replacement vehicle or simply pass on a message
- Load the incident details and claim over the phone into an Electronic Claim Form (ECF)
- Notify your insurance carrier of a claim where applicable
- Appoint an approved repairer in your location that warrants the repairs made to the vehicle
- Obtain the repair/damage estimate and images and carry out a desk assessment of cost to ensure they are cost effective. These are then forwarded to your insurer for approval / authorisation if an insurance claim is required
- Manage the repair process from the time the incident is reported to us through to completion of the repair minimising down time and taking unnecessary administration out of your business.



ACCIDENT MANAGEMENT



Statistically, driving a motor vehicle is often one of the most dangerous activities an employee undertakes.

An organisation's Safe Driving Policy can be the roadmap to safe driving, identifying specific hazards in a business and recognising the importance of the safety of its employees.

Through FleetPartners, SurePlan can guide you through the development of your own safe driving policy on any of the following topics:

- A summary of the legislation requirements under the Health & Safety Act
- Pre-employment procedures – driver risk assessments
- Driver training
- The process for reporting an incident / accident
- Incident / accident investigation procedures
- Vehicle safety systems
- How to use safety equipment
- The use of communication devices, cellular phones and driving
- Fatigue and excess speed
- Management and employee/drivers responsibilities

**In the event of an
ACCIDENT please contact**

0800 438 435

24 hours a day - 7 days a week

We hope you will never need to use this Report but should you be unfortunate in being involved in an accident the completion of this form will greatly assist you when phoning the details through.

Details of 'Accident'

Date: _____ Time: _____
 Place of accident: _____
 Condition of road: _____
 Speed of your vehicle: _____ Other vehicle: _____
 Name of other driver: _____
 Address: _____
 Make of vehicle: _____ Registration No: _____
 Owned by: _____ Insured by: _____
 Wof expiry date: _____ Registration expiry: _____
 Signature: _____ (This is not an admission of liability)
 Reported to police: _____ Name of Officer: _____
 Location: _____

Witnesses

Names and addresses of occupants of your vehicle: _____

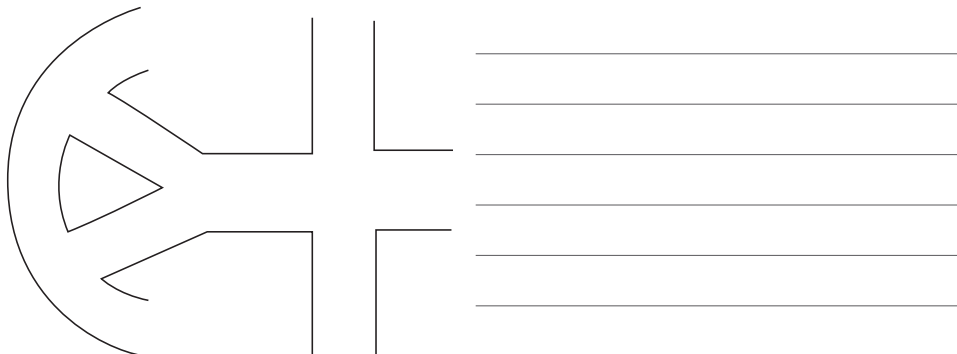
 Names and addresses of any independent witnesses _____

 Damage to property owner: _____
 Address: _____
 Damage: _____

Car Premises Fixtures Other

Drivers notes on accident: Include estimated speed of vehicles; traffic and weather condition; manoeuvre being undertaken, signalling or lack of etc.

Indicate below the exact position of the vehicles involved. Show skid marks and measurements if possible, indicate your vehicle as number 1 (other vehicles as 2, 3, 4 etc).





Contact FleetPartners on 0800 438 435

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