

Third Party Details

Date & time of incident:

Other driver's name:

Other driver's registration number
& vehicle description:

Other driver's licence number:

Other driver's contact number:

Other driver's insurance details:

Witness name:

Witness contact number:

Contact Proclaim

Email:
claims@nswact.uca.org.au

Phone:
1300 776 252

Business Hours
08:30 - 17:30 Mon - Fri

Proclaim

 **Notes:**

MOTOR GLOVE BOX GUIDE



 **Proclaim: 1300 776 252**

Please note that only vehicles registered in the name of the Property Trust are covered by the Synod's motor fleet arrangements.



Motor Accident Procedures

What to do in the event of an accident

1. Proclaim manage all motor claims for UCA NSW & ACT Synod and will assist you in submitting your claim.
2. You should exchange details with the other parties involved making sure all details have been recorded e.g. name, registration, address, licence number, insurance details.
3. Do not admit liability to the other party, leave liability to be determined.
4. Take photos of damage to your own and the other party's vehicle or of any relevant causes of the damage (e.g. signposts, potholes, trees etc).
5. Note the time and location (suburb & street details or Street Directory Ref) of the accident.
6. Establish if your vehicle is safe to drive.
7. **Towing Options (if required):**
 - Use below link to key in your postcode and call the suggested tow truck company:
<http://bit.ly/findatowtruck>
 - Or telephone Proclaim on **1300 776 252** and they can suggest a local tow truck company and arrange they call you to arrange pickup location.
8. Complete a UCA motor claim form and email it to: claims@nsw.uca.org.au
9. Telephone Proclaim **1300 776 252** as soon as possible after the accident (note: hours of operation are Mon - Fri 08:30 – 17:30).
Have the following details ready:
 - Your name, vehicle registration and contact details
 - Other party details – as per point 2.
 - Time and location of incident – be as specific as possible.
 - Brief version of events – How the incident occurred.
 - Witness or police details if applicable.
 - Breath or blood test results if applicable.
 - Details of any injuries to either party.
 - Brief description of damages to both vehicles.
 - Whether towing is required.



10. You will be provided with a claim number at the end of the call. Note the number down as you will need to record it on your motor claim later.
11. **If vehicle is drivable** - return vehicle to the nearest worksite.
 - Complete the claim form and email it to Proclaim with a copy of the driver's licence and any photos.
 - Await contact from Proclaim who will advise you on repair and replacement vehicle arrangements (if applicable).
12. **If the vehicle is not drivable/unsafe to drive?**
 - Follow the point 7 procedure – call Proclaim if required.
 - Call taxi or arrange alternate transport and keep receipt of taxi charge for reimbursement.
 - Complete the claim form and email it to Proclaim with a copy of the driver licence and any photos (if applicable).
 - Await contact from Proclaim who will advise you on repair arrangement and replacement vehicle (if applicable).
13. **Outside business hours (17:30- 08:30 – Mon to Fri)**
 - **Drivable?** Collect all details
 - Contact Proclaim on **1300 776 252** in an emergency or Call Proclaim the next business day to advise details as per point 9 above.
 - Complete the claim form and email it to Proclaim.

- **Non Drivable?** Follow Section 7 procedure (if required).
- Contact Proclaim **1300 776 252** the next business day to lodge claim and will organise courtesy vehicle if applicable.
- Complete the claim form and email to Proclaim.

Key points when lodging a claim for windscreen damage

- Notify Proclaim by telephone on **1300 776 252** as soon as possible.
- Provide as much information when lodging the claim over the phone.
- If the windscreen damage is minor return to worksite as soon as practicable.
- Telephone Proclaim on **1300 776 252** to arrange windscreen repair.
- Proclaim will contact O'Brien glass to organize windscreen replacement or repair. For major windscreen damage a roadside service is often available.

Final things to be aware of

- If someone else is involved with the accident, contacts you about a claim or for information, please refer the person to Proclaim on **1300 776 252**.
- If you receive a writ or summons or any correspondence from a legal firm, please forward it unanswered to Proclaim immediately.