

# What to do in an accident

Accidents are stressful for everyone – especially traffic accidents when people are hurt or angry. The important thing is to stay calm, and to gather some important details in case you want to make an insurance claim. That's what this brochure is all about.

As accidents are a stressful time we have designed this brochure to provide useful information on what to do if your car is involved in an accident. It's a good idea to keep it in your glovebox – you can use it to record important details that you'll need when making a claim.

If you have an accident

- Try to stay as calm as you can.
- Stop straight away and help anyone who's injured. Call an ambulance (or get someone to call an ambulance) if it's needed. Tell the Police as soon as possible within 24 hours.
- If an animal has been injured, tell its owner or the person looking after it – and get details of any insurance they have. If you can't find anyone, tell the SPCA or the Police as soon as you can.
- Give your name and address to the owner or driver of any car that's been damaged and to the owner of any property that's been damaged.
- If other drivers are involved, try to find out whether they're insured and who they're insured with.
- Don't admit that the accident was your fault – it's important that we look at all the available information to confirm the cause. After the immediate stress has passed, you may later find out that there were other reasons for the accident. Simply say you need to speak to your insurer and phone us on **0800 80 24 24**.

## ACCIDENT DETAILS

Date
Time
Place

## OTHER VEHICLE

Registration No.
Make
Colour
Name of Driver
Address
Phone No.            H                            W
Owner of Vehicle
Address
Phone No.            H                            W
Insurance Company and Branch Location

## WITNESSES

Name
Address
Phone No.            H                            W
Name
Address
Phone No.            H                            W

## ATTENDING OFFICER'S DETAILS

Name
Station

## CONDITIONS

Weather Conditions
Road Conditions
Road Lighting
Other Details

## YOUR NOTES OF THE ACCIDENT


## SKETCH PLAN (Show measurements if possible)


## For more information

If you'd like more information about State or our insurance products, we're always here to help.

## Choose the method you prefer:

- Phone us on **0800 80 24 24**
- Visit [www.state.co.nz](http://www.state.co.nz)
- Call in to one of our State sales centres nationwide – you'll find us in your phone book.

## About State

State is a business division of IAG New Zealand Limited (IAG NZ). IAG NZ is New Zealand's largest general insurer, managing 2.7 million policies on behalf of more than 1 million New Zealanders. IAG NZ is a wholly owned subsidiary of Insurance Australia Group (IAG), Australasia's largest general insurer.

Report insurance fraud – phone the National Fraud Hotline on 0800 FRAUDLINE (0800 372 835).

**0800 80 24 24**  
[www.state.co.nz](http://www.state.co.nz)