



Car accident guide

If you have an accident, use this guide to help you remember what to do immediately afterwards.

Call for help

1. Turn off your car's ignition, activate its hazard lights and move off the road.
2. Dial **000** if anyone is injured or the road is blocked.
3. If you need further assistance, call us on **1300 139 591**.

Collect information

1. Ask the other drivers for their details (by law, they must provide them to you).
2. Record basic accident details; and take photos of the accident scene.
3. Report to the police any driver who refuses to provide their details.

Order a tow truck

1. If your car is undriveable, call us on **1300 139 591**.
2. Ask us to arrange a tow for your car.
3. Remove any valuables from your car before it's towed away.

App that could save your life

If you're confused or have an accident in a rural or remote area without any landmarks or street names, the **Emergency+ app** can use your smartphone's GPS functionality to help 000 responders find you. Download it from Google Play (Android) or the App Store (iOS) now!

Other driver

Name:

Phone number:

Address:

Drivers licence number:

Other vehicle

Registration number:

Make/model/colour:

Vehicle owner's name:

Vehicle owner's address:

Insurer:

Accident details

Date:

Location:

Nearest cross street:

Witness's name:

Witness's phone:

Additional notes

Take photos (if safe to do so)



1. Stand at the edge of the accident scene and take some wide shots from different angles.

2. Move closer and/or zoom in to the vehicles and take some close-ups of the damage.

Tow truck details

If you'd like us to arrange a tow, call us on **1300 139 591**.

Tow truck company:

Driver's name:

Driver's phone:

Address vehicle being towed to:

Make a claim

Claim on your Budget Direct car insurance 24/7:

Claim online

Go to budgetdirect.com.au; you can book a damage assessment at the same time.

Call us on 1300 139 591

A member of our team will help you lodge your claim over the phone.

Your claim number:

Within two business days of you lodging your claim, we'll contact you to advise you of the next steps and, if necessary, request more information.