

# ACCIDENT & CLAIMS MANAGEMENT



 **TOYOTA FLEET MANAGEMENT**

*Here for you*

# ACCIDENT & CLAIMS MANAGEMENT

## *Eliminating vehicle downtime and managing your costs*

### ***What is Accident & Claims Management?***

Toyota Fleet Management is here for you when it comes to managing your vehicle and accident claims. We have the industry knowledge and expertise in this area to effectively manage the process for you, allowing you to focus on your core business.

Should a driver be involved in a collision or is the victim of theft or vandalism, they simply call Toyota Fleet Management directly from the scene.

The Accident Manager will notify emergency services, if necessary, organise towing, taxis, notify family, friends or work as well as co-ordinate the delivery of a replacement vehicle to get your driver underway.

Our 1800 number is serviced 24/7 by experienced Accident Managers with access to after-hours services. A Claims Manager will be assigned and will remain consistent throughout the claim and repair process.

### ***What are the key features?***

- ✓ 24 hour, 7 days a week service with after hours emergency assistance
- ✓ Emergency at scene assistance
- ✓ Relief/Hire vehicle co-ordination
- ✓ On-site call centre recording
- ✓ Electronic claim forms
- ✓ Management of all insurance elements such as excess and personal items
- ✓ Instantaneous electronic advice to preferred repairers
- ✓ Repair quality guarantee
- ✓ Third party recoveries
- ✓ All information relating to a claim is available electronically for all stakeholders
- ✓ Access to live on-line reporting for proactive claims management

### ***How can I get more information?***

Contact Toyota Fleet Management on 1300 888 870 or visit [www.toyotafleetmanagement.com.au](http://www.toyotafleetmanagement.com.au)

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