

# Crash Management

We take the headache out of your emergency!

Effective crash management can minimise the impact of crashes to you and your business, getting your drivers back on the road quickly and keeping your business moving.

We've created a streamlined process to respond effectively when it really matters.

## Let us take care of it

We manage all the administration from start to finish, saving your drivers from getting too involved in the process.

We direct all parties so paperwork can be completed and repairs can begin quickly.

## Claims management

We offer 24/7 driver support for fast, efficient and caring action in the event of a crash.

We'll handle all activities including repair estimates and management, claims lodgement, assessment and third party recovery.



## So... how does this all work?

Giving your drivers the support they need while keeping you in control, our aim is to minimise your costs and manage the risk and inconvenience to your business.

- 1 We get you back on the road with a replacement vehicle
- 2 Arrange vehicle towing to an authorised repairer
- 3 Liaise with your insurer to process your claim
- 4 Coordinate vehicle repairs and payments
- 5 Finalise your claim and get your vehicle back to you





## Crash Management peace of mind benefits

### Effective management

Our rapid response through a proven process reduces stress and gives you peace of mind that your drivers and vehicles will be looked after.

 *want to know more?*  
**134 333** [fleetcare.com.au](http://fleetcare.com.au)

### Crash assessment service

Based on predetermined claim threshold and liability, an independent assessor can be appointed through a nationwide assessment service.

### An accredited supplier network

You have access to our panel of suppliers throughout Australia who specialise in crash repairs, including tyres, batteries and towing.

### 24/7 driver support

We're there when you need us the most with 24/7 driver support. We don't just divert to an answering machine when you call us, you speak to a person – always.

### Replacement car hire service

To get your drivers back on the road and to their destination as quickly as possible, we'll organise a replacement car while we monitor your vehicle's situation.

### Driver education programs

Where high risk drivers within your business are identified, we can recommend training and driver education programs through an accredited provider.



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