

If a collision happens

- 1 **Stop** immediately. Assist any injured person
- 2 **Call an ambulance** (if one is needed) on 000
- 3 **Call the police** on 000 if:
 - Someone has been killed or injured
 - The other driver fails to stop
 - The other driver won't supply their details
 - A car has to be towed
 - Alcohol or drugs seem to be involved
 - Property has been damaged
- 4 **Swap details** of:
 - Name of driver, residential address and contact number
 - Driver's licence
 - Car registration
 - Make and model of cars involved in the accident
 - Insurance policy details, if known
(name of insurer, policy number)
- 5 **Make a note** of:
 - Date, time and location of the accident
 - Any damage to property
- 6 **Get witness details**:
 - Name and contact details of witnesses
 - Name and station of any police officers that attend
- 7 **Take photos if you can**
- 8 **Claim online** at www.thebuzzinsurance.com.au and go to the Claims page, log into MyBuzz to lodge your claim.

What to do with your car after a collision

- 1 **Stop**
- 2 **Move it to a safe place** nearby
- 3 **Don't drive it if**:
 - It's not safe to
 - It might cause more damage.
- 4 **Get it towed** (if needed)
 - Get the details of the driver - name, address and phone number
 - Nominate where you'd like it towed to or find out where it is towed to
- 5 **Protect your car from further damage**
 - Put it in a garage or cover a broken window with plastic if it's to be parked outside.

Claim online at www.thebuzzinsurance.com.au and go to the Claims page, log into MyBuzz to lodge your claim.

Contact The Buzz Insurance Claims Team:

Email: claims@thebuzzinsurance.com.au

Live Chat: Visit www.thebuzzinsurance.com.au and follow the link to live chat
Monday to Friday, between 9am–5pm EST

Mail: PO Box 9871, Sydney NSW 2001

Phone: 1300 729 870 Monday to Friday, between 9am–5pm EST (the
lodgement of your claim must be done online)

Collision Checklist: Collect these details Date and time of incident
Location
Name of other driver
Other driver's phone (work/home/mobile)
Other driver's address (city/state/postcode)
Other driver's registration number (and state)
Other driver's car (make/model/colour)
Other driver's licence number (and state)
Other driver's insurance company
Other driver's policy number
Name of witness
Phone number of witness
Police officer or station called/attended
Police report reference number
My policy number