



Volkswagen Vehicle Accident Guide

- What should I do in the event of an accident?
- Volkswagen Approved Repairers
- Volkswagen Premier Motor Insurance

Contents

What should I do in the event of an accident? 3

Volkswagen Approved Repairer:
Our Commitment to Quality 4

Volkswagen Premier Motor Insurance 6

Volkswagen Approved Repairer Locations 6

What should I do in the event of an accident?

- 1 Turn off your ignition and turn on your hazard lights.
- 2 If anyone has had serious injuries, a driver did not stop or a vehicle was towed away after the accident call 000 immediately (it is not necessary to call 000 if there are no injuries or the vehicles do not need to be towed).
- 3 Exchange details with anyone else involved (including their name, address, phone number, their insurance company, licence and vehicle registration number)
- 4 Carefully inspect the scene and record as many details as you can (if possible take photos to capture the general landscape, adjoining roads and obstructions, conditions etc.).
- 5 If your Volkswagen needs to be towed, you have the right to decide who will tow it and where it will be towed to. A Volkswagen Approved Repairer is the best option to repair your vehicle.
- 6 Contact your insurer; they will need to know as soon as possible following the accident.



Volkswagen Approved Repairer

Our Commitment to Quality

The Volkswagen Approved Repairer network is in place to ensure that the repair of any damaged Volkswagen is able to be performed to the highest possible standard.

Most importantly; the network is supported by Volkswagen Group Australia and the Volkswagen Dealer network. This ensures the latest repair information, training and technology is utilised when repairing your Volkswagen vehicle.

The Volkswagen Approved Repairer Network will ensure your vehicle is returned to a pre-accident condition, maintaining the integrity of the paint and bodywork.

In order to maintain your guarantee, your Volkswagen should be inspected by an authorised Volkswagen Dealer every 12 months during the vehicle's Anti-Perforation warranty period to verify its condition and to ensure that it has been maintained to the correct standards.

Throughout the repair process only Volkswagen Genuine Parts¹ are used; thereby maintaining the safety and integrity of your Volkswagen. Only Volkswagen Genuine Parts are manufactured to the exact specifications of your vehicle's original components and guarantee the ANCAP safety rating is maintained.

All work is performed according to the stringent Volkswagen standards, utilising factory support and workshop repair methods to ensure the correct procedures are followed.

Prior to the delivery of your repaired vehicle, the calibration of any Safety and Radar systems will be performed by an authorised Volkswagen Dealer.

Who will repair your Volkswagen back to its original condition?

There is no reason to accept anyone less than a **Volkswagen Approved Repairer**.

We recommend you choose an insurance policy that allows you to select your repairer.

Volkswagen Premier Motor Insurance does, so you can choose a Volkswagen Approved Repairer.



To find your local Volkswagen Approved Repairer, scan the QR code or visit

www.volkswagen.com.au/en/approved-repairers.html



Make a Volkswagen Premier Motor Insurance claim online.

Call 1300 137 213 or visit

<https://www.einsure.com.au/wb/redirect/allianz-com-au-claimform-aus-motor>



Volkswagen Premier Motor Insurance

Genuine protection for Volkswagen drivers

No one knows how to protect your Volkswagen better than us. Not only do we ensure that Volkswagen Genuine Parts¹ will be used, but you can also choose a Volkswagen Approved Repairer² to perform the repair. We will also cover up to \$1,000 following an accident for emergency accommodation and travelling expenses³, if you are more than 100 km from home.

New for Old Replacement⁴

We even offer a replacement⁴ vehicle after a total loss within three years of the original registration date. So you can be confident you're taken care of.

Volkswagen Genuine Parts¹

We will use Volkswagen Genuine Parts¹, exchange Volkswagen Genuine Parts¹ or Volkswagen Genuine Accessories, this benefit applies if the parts are available from an authorised Volkswagen Dealer.

Choice of repairer²

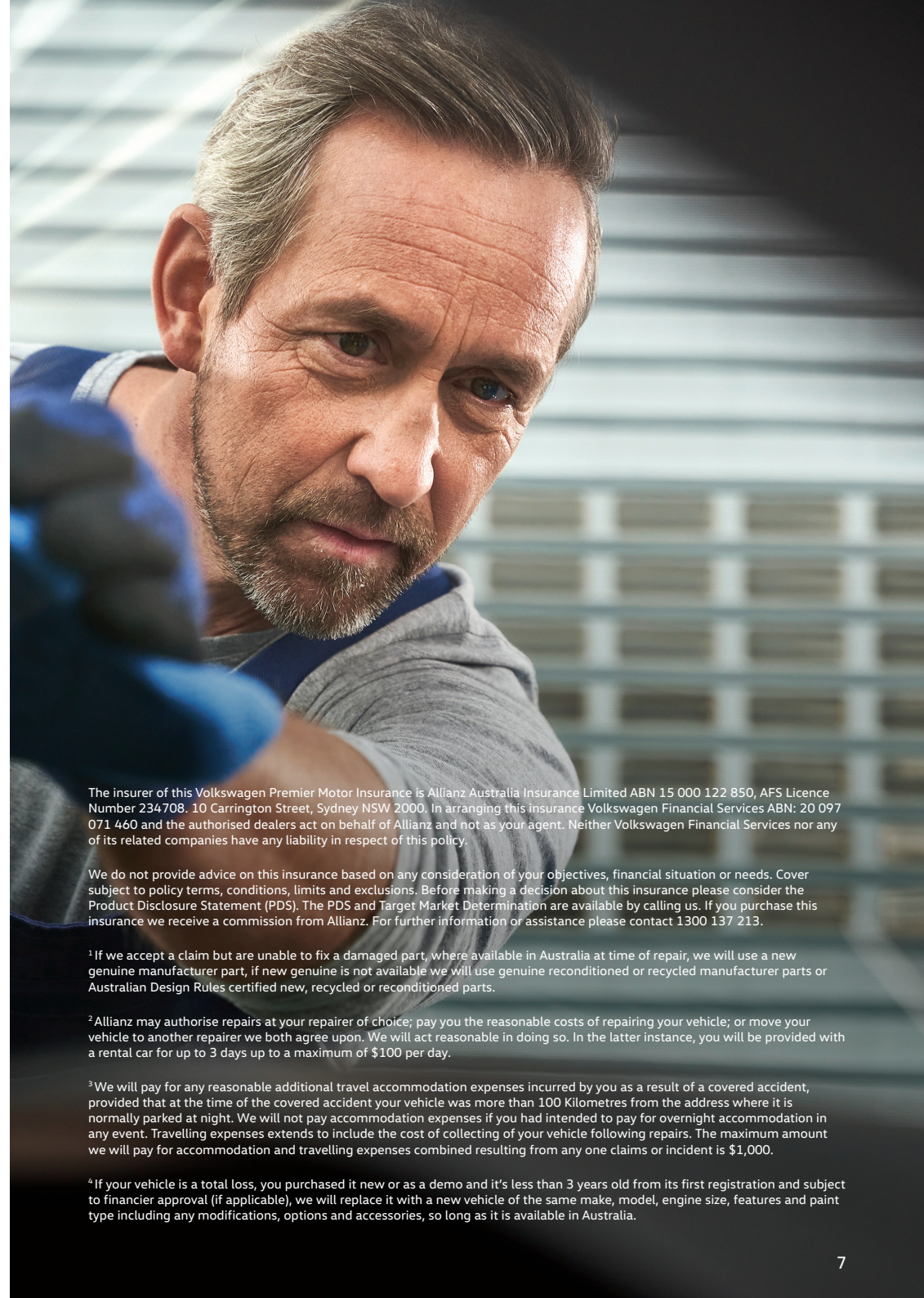
You may use any repairer from the Volkswagen Approved Repairer Network found at <https://www.volkswagen.com.au/en/owners-service/service-repairs/approved-repairers.html> choose your own repairer or we can assist you in selecting a suitable repairer to repair the damage to your vehicle.

Volkswagen Approved Repairer Locations

For more information, on the Volkswagen Approved Repairer Network **scan the QR code.**



- 1 Launch your smartphone camera
- 2 Point it at the QR code
- 3 Tap to trigger the code's action



The insurer of this Volkswagen Premier Motor Insurance is Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence Number 234708. 10 Carrington Street, Sydney NSW 2000. In arranging this insurance Volkswagen Financial Services ABN: 20 097 071 460 and the authorised dealers act on behalf of Allianz and not as your agent. Neither Volkswagen Financial Services nor any of its related companies have any liability in respect of this policy.

We do not provide advice on this insurance based on any consideration of your objectives, financial situation or needs. Cover subject to policy terms, conditions, limits and exclusions. Before making a decision about this insurance please consider the Product Disclosure Statement (PDS). The PDS and Target Market Determination are available by calling us. If you purchase this insurance we receive a commission from Allianz. For further information or assistance please contact 1300 137 213.

¹ If we accept a claim but are unable to fix a damaged part, where available in Australia at time of repair, we will use a new genuine manufacturer part, if new genuine is not available we will use genuine reconditioned or recycled manufacturer parts or Australian Design Rules certified new, recycled or reconditioned parts.

² Allianz may authorise repairs at your repairer of choice; pay you the reasonable costs of repairing your vehicle; or move your vehicle to another repairer we both agree upon. We will act reasonable in doing so. In the latter instance, you will be provided with a rental car for up to 3 days up to a maximum of \$100 per day.

³ We will pay for any reasonable additional travel accommodation expenses incurred by you as a result of a covered accident, provided that at the time of the covered accident your vehicle was more than 100 Kilometres from the address where it is normally parked at night. We will not pay accommodation expenses if you had intended to pay for overnight accommodation in any event. Travelling expenses extends to include the cost of collecting of your vehicle following repairs. The maximum amount we will pay for accommodation and travelling expenses combined resulting from any one claims or incident is \$1,000.

⁴ If your vehicle is a total loss, you purchased it new or as a demo and it's less than 3 years old from its first registration and subject to financier approval (if applicable), we will replace it with a new vehicle of the same make, model, engine size, features and paint type including any modifications, options and accessories, so long as it is available in Australia.



To find your nearest Volkswagen Approved Repairer,
scan the QR code.