



Steps to Lodging a VHI Claim

In order to lodge a claim please follow these steps to ensure all the information required to handle the new claim is supplied to VHI.

- If your vehicle is damaged have it towed to a place of safety. The policy only covers the transport costs to the nearest repairer or place of safety.

- Have a repairer of your choice arrange a quotation to repair the damage. We only require one repair quotation.

- If the repairs and any associated damage do not exceed the policy excess then there is no claim under the policy.

- Ensure the hirer/driver fully completes the Collision or Damage Form, particular attention should be paid to details of any other parties involved and also the accident description. Collect the hirer/driver's contact details including e-mail address in case we require their assistance further. Make sure the form is signed and dated by the author.

- The authorised agent of your office is now required to complete the Vehicle Hire Insurance Claim Form. The completed forms can now be sent to our office via e-mail, fax or post along with the repairers quote and relevant hire agreement.

- In the case of documentation being received from a third party or their insurer promptly pass these documents onto us to avoid unnecessary legal action being issued.