

L'assurance auto Allianz – How to Claim

Accidents involving another party

Complete a 'constat amiable' accident report with the third party and send us one copy by post within 5 days of the accident. If you disagree with anything in the other driver's version of events DO NOT SIGN. Send us your version of events only.

If anybody is hurt or you suspect an offence was caused (eg drink-driving, driving through a red traffic light) call the police. Call 17 for the police and 15 for emergency medical care (from a French landline or French mobile phone). Or call the European emergency number 112 which works from any mobile phone.

Accidents with no-one else involved

Send us a letter, within 5 days of the accident, detailing the date, place, time, circumstances of the accident and the nature of the damage. You will also need to complete the 'déclaration de non alcoolémie'. (See page 3 for a translation)

Theft/Vandalism claims/Hit and Run

Report the incident to the police within 24 hours and send us the 'procès-verbal de dépôt de plainte' along with a letter detailing the date, place, time, circumstances of the theft/vandalism and the nature of the damage.

Fire/Storm/Hail claims

Send us a letter, within 5 days of the incident, detailing the date, place, time, circumstances of the accident and the nature of the damage.

For all of the above types of claims

If your vehicle is damaged but can still be driven, contact us to find out your nearest Allianz approved repairer and on which days the loss assessor visits that garage. Once you have decided when you will leave the vehicle for inspection, contact us at least one working day before so that we can instruct the loss assessor.

If your vehicle cannot be driven, call the Mondial Assistance on 0800 103 105 for the vehicle to be towed away then contact us with the details of the garage to where it has been taken so that we can arrange for the loss assessor to inspect the damage. The vehicle must be left at the garage first thing in the morning on the appointed day. Once the loss assessor has inspected the damage, make an appointment with the garage for the repairs.

Important: Do not commit to any repairs without prior approval from us or from an Allianz approved loss assessor.

Windscreen/window claims

In the event of windscreen or side window claim, please contact one of our approved repairers. They will provide you with claims paperwork to complete and invoice us directly for the cost of repairs/replacement (less any excess in your policy).

Car Glass 0 800 77 24 24 (or 01 41 300 370 for an English speaking operator)

Mondial Pare Brise 0 825 306 307

France Pare Brise 0 800 400 200

Noro Glass : 0825 013 014

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Breakdown

Breakdown recovery is organized by Mondial Assistance France. Only Mondial Assistance can instruct breakdown recovery. Call 0800 103 105 or (33 1 40 25 58 86 if you are not in France). If you breakdown on a motorway, call Mondial Assistance and the police.

According to your policy, breakdown cover is either effective from home (0km) or if you are more than 25km from home. A replacement vehicle is available if you have taken out the 'Pack Mobility' option. Mondial Assistance will not reimburse any costs incurred without their prior approval.

How will your claim be settled?

If the loss assessor decides the vehicle is worth repairing we pay the Allianz approved repairer directly.

If an excess applies, you will need to pay this on the day you collect your vehicle.

If your vehicle is a write-off, we pay the value of the vehicle according to the loss assessor.

NB Accessories such as tow bars fitted which are not factory fitted and contents are only covered if you have taken out the relevant option.

If you are involved in an accident with a vehicle insured by a company which has not signed the French Insurers 'Convention IDA' then you may have to pay the repairs and/or excess up front and await reimbursement.

In the event of theft, under French insurance law claims cannot be settled until 30 days after the incident.

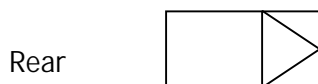
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Constat Amiable (accident report form)

To be completed with the third party in the event of an accident. One copy to be sent to each insurer within 5 days of the accident.

How to complete

Ensure that you show the point of impact at 10, tick all the relevant boxes at 12, and draw a detailed sketch at 13 using the follow symbol for a car.



If you disagree with anything in the other driver's version of events **DO NOT SIGN**. Send us your version of events only.

Translation

- 1 Date of accident/Time of accident
- 2 Place (Country, department number eg 07 Ardèche, Town, Street)
- 3 Physical injury (even slight)
- 4 Damage to vehicles other than A and B (Yes means more than 2 vehicles were involved)
- 5 Names, addresses and telephone numbers of witnesses other than passengers
- 6 Name and address of insured
- 7 Vehicle make, model and license number
- 8 Insurance company, policy number, validity of 'carte verte', address of insurer
- 9 Driver name, D.O.B, address, driving license number
- 10 Indicate the initial point of impact with an arrow
- 11 Visible Damage
- 12 Circumstances – tick each relevant box to make the sketch clearer (see below for translations).
At the bottom put the total of crosses to avoid fraud.
- 13 Sketch of the accident showing the layout of the roads, the direction of vehicles A and B, their position at the time of impact, the road signs, the street names
- 14 Remarks. Note that a report which is not signed by both drivers is not valid
- 15 Signatures – once signed the constat should not be modified by either party

12 Circumstances

- 1 Parked
- 2 Leaving a parking place
- 3 Entering a parking place
- 4 Emerging from a car park, private place or track
- 5 Entering a car park, private place, or track
- 6 Entering a roudabout
- 7 Driving around a roundabout
- 8 Struck the rear of the other vehicle while driving in the same direction and the same lane
- 9 Driving in the same direction but in a different lane
- 10 Changing lane
- 11 Overtaking
- 12 Turning right
- 13 Turning left
- 14 Reversing
- 15 Encroaching on the opposite traffic lane
- 16 Coming from the right at a road junction
- 17 Did not observe a right of way sign

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Guide to completing :

ALLIANZ : Attestation de non-alcoolémie et/ou de non-usage de stupéfiants

I the undersigned:

living at :

owner of the vehicle registered:

certify upon my honour that at the moment of the accident on [date] at [place]

€ I was not tested for alcohol/drug use.

€ The driver of the vehicle, Mr or Mrs _____ was not tested for alcohol/drug use.

€ I was tested for alcohol/drug use and the result was negative.

€ The driver of the vehicle, Mr or Mrs _____ was tested for alcohol/drug use and the result was negative.

€ I refused to take the necessary tests to prove I was not under the influence of alcohol or drugs.

In the event of a false declaration, I promise to reimburse ALLIANZ any sums received in relation to my insurance policy.

Place _____ Date _____

Signature (preceded by 'lu et approuvé')