



# How to Lodge a Commercial or Fleet Motor Claim

At **360 Commercial Motor**, we've partnered with Claim Central Pty Ltd trading as InsurX (InsurX), leaders in digital claims fulfillment and video collaboration solutions, to ensure that we get your damaged vehicle assessed, repaired and back on the road as soon as possible and with the least amount of fuss.

# 365

Roadside Assistance

- + If you need immediate assistance, please call 365 Roadside Assistance on 1300 302 500
- + A towing service can be arranged to have your car delivered to the nearest authorised repairer.

**Had an Accident?**

**Contact your Broker**

**Lodge a Claim**

**Vehicle Assessment**

**Excess Payment**

**Collect your Vehicle**

## InsurX

- + You can lodge your commercial motor vehicle or fleet motor vehicle claim directly with InsurX on 1300 115 854 or at [360commercialmotor@insurx.com.au](mailto:360commercialmotor@insurx.com.au)
- + Your claim will be reviewed immediately to determine the best way to assess your vehicle
- + Once lodged, InsurX will provide you with a reference number and contact details for your dedicated claims consultant
- + Where appropriate, Hello Claims will be appointed to assist with the assessment of your vehicle
- + You can check the real-time progress of the repairs at any point during the lifecycle of the claim using the link sent via text message.



- + If you have chosen to have your vehicle assessed with our authorised repairer, we will aim to have your vehicle repaired and back to you within 6-8 business days from the day its dropped off
- + Once repairs are complete, the repairer will collect your excess payment and advise when you can pick up your vehicle
- + If your vehicle is a total loss, InsurX will complete and submit the Written-Off Vehicle Register (WOVR) with the relevant authorities on your behalf.

- + Call or email your Broker with the details of your accident
- + They can lodge the claim with InsurX on your behalf
- + If you need a repairer, InsurX can recommend the nearest authorised repairer for a faster and more economical way to get you back on the road.



- + If your car isn't already with an authorised repairer, Hello Claims will call you to make arrangements to have your vehicle assessed within 2 business days from the day your claim is lodged
- + As soon as Hello Claims has assessed your vehicle, the approval for repairs will be approved within 2 business days.

- + Your vehicle is ready!
- + Let us know how we performed. 360 value and welcome your feedback at every stage of the claim.



**If you have a complaint:** If you have a complaint about any aspect of the claims process with InsurX, please call them on **1300 115 854**. If InsurX are unable to resolve or address your concerns to a satisfactory level, you are welcome to call 360 Claims to discuss further.  
T. 1800 845 092 E. [claims@360uw.com.au](mailto:claims@360uw.com.au)

**Contact Us: New claim Lodgement/Enquiries**  
T. 1300 115 854  
E. [360commercialmotor@insurx.com.au](mailto:360commercialmotor@insurx.com.au)

For further information regarding our Complaints Handling and Internal Dispute Resolution processes, please visit our website at [www.360uw.com.au](http://www.360uw.com.au)