

WHAT TO DO IN CASE OF MOTORCAR ACCIDENT

FOR OWN DAMAGE CLAIMS

Bring your vehicle to any authorized Toyota dealership listed inside the policy jacket and submit the following requirements:

1. OWN DAMAGE (OD) documents:
 - a. Photocopy of Certificate of Registration and Official receipt
 - b. Photocopy of Driver's License (front and Back) and Official Receipt
 - c. Original Police Report and/or duly notarized Affidavit executed by the Driver/Insured (Police report required if with third party or Major damages)
Additional Requirements:
 - d. If driver is other than assured:
Authorization Letter to drive/use
Authorization to claim from Insurance
 - e. Authorization to pick up and sign releasing docs

Our Insurance Coordinator will take the photos and stencils of the vehicle engine and chassis no. for you. They will also advise you of the scope, terms, and procedures for the repair of the insured vehicle.

FOR CLAIMS WITH LOSS OF USE COVER (LOU)

1. Secure LOU Availment Form from any authorized Toyota dealership.
2. Fill up and sign the LOU Form.
3. Request the insurance coordinator from authorized Toyota dealership to fill up and sign its portion of the LOU Form
4. Forward to Claims Department for claim processing.
5. Form used by dealer in accepting the unit at the shop (3 days upon commencement repair)

FOR THIRD PARTY VEHICLE DAMAGE CLAIMS

In addition to the following Own-Damage documents, please submit to any authorized Toyota dealership the following:

1. Photocopy of Insurance Policy and Official Receipt
2. Photocopy of Certificate of Registration and Official receipt



3. Photocopy of Official Receipt and Driver's License
4. Original Certificate of No Claim
5. Repair Estimate
6. Pictures of Damaged Vehicle

FOR THIRD PARTY PROPERTY DAMAGE CLAIMS (other than a vehicle)

In addition to the following Own-Damage documents, please submit to any authorized Toyota dealership the following:

1. Legal proof of ownership
2. Original Police Report
3. Estimate of damaged property (Third Party owner)
4. Pictures of damaged property

FOR THIRD PARTY BODILY INJURY CLAIMS

In addition to the following Own-Damage documents, please submit to any authorized Toyota dealership the following:

1. Medical or Death Certificate, as the case may be.
2. Official Receipts for funeral, burial, and / or medical expenses.
3. Claimant's proof of status as legal beneficiary or guardian, if injured victim is a minor.
4. Birth Certificate of minor third party claimant.

Our claims adjuster / insurance coordinator will advise you of the arrangements and procedures for the settlement of the claim.

FOR CARNAPPED VEHICLE CLAIMS

1. Immediately report the theft to the nearest police station and secure a copy of the police report.
2. Within 24 hours, report the theft to the Highway Patrol Group (HPG), at Camp Crame, Quezon City or any HPG Office for a nationwide alarm for the carnapped vehicle and secure an Alarm Sheet.
3. In both instances, bring your vehicle's original CR and OR and a Special Power of Attorney if the person reporting the theft is not the registered owner of the carnapped vehicle. .(HPG may require photocopies of LTO file)



4. Submit the Police Report and Alarm Sheet together with the OD documents to authorize Toyota dealership.
5. Interview with last owner/possessor/authorized driver
6. After the 90 day recovery period, and the unit has not been recovered the owner may request for a Certificate of Non-Recovery from the HPG Headquarters at Camp Crame Q.C. or , Regional office and submitted the same to the insurer for processing of a confirmed Carnap claim.

Requirements:

1. Original/photocopy of the LTO Certificate of Registration and its latest Official Receipt.
2. Original/photocopy of the Complaint Sheet and Alarm Sheet issued by the Traffic Management Group, Camp Crame.
3. Vehicle Sales Invoice
4. Statement of Outstanding Loan (if Mortgaged)
5. Certificate of Non-Recovery
6. Interview with last owner/possessor/authorized driver
7. Car Key/s (if available);

Additional Requirement:

If key was lost:

1. Affidavit of loss

IMPOTANT REMINDERS

1. All claims reporting proceed to the nearest authorized Toyota dealership for assistance.
2. All repairs must be undertaken only by authorized Toyota dealership.
3. Additional documents may be required at the discretion of the company.
4. In accidents with third parties do not settle/admit liability without the consent of the insurance company.
5. Only the insured is authorized to file a claim. Authorization if to be filed by another person
6. In case of accident, secure the vehicle to prevent further loss / damage.
7. Take photos of the accident including position at the time of the accident. (all sides/angle)