

ORIX Accident and Claims FAQ

1300 652 886

orixclaims@drivercare.com.au

I've been involved in a motor accident, how do I make a claim?

- Contact ORIX on 1300 652 886 and select Option 1, you will be directed to the DriverCare Customer Service team. DriverCare will then manage the entire claims process.
- DriverCare has a rapid, user-friendly tele-Claim and e-Claim service for incident notification and claim form submission.

What are the operational hours?

- DriverCare operates 24/7 in Australia to provide immediate help for drivers in case of a motor vehicle accident.

I've received a letter from the other party's insurer, what do I need to do?

- Contact ORIX on 1300 652 886 and select Option 1, and/or email orixclaims@drivercare.com.au and DriverCare will redirect the third party insurer accordingly.
- Please note, this is a change from claims@orix.com.au.

Do I need to repair my vehicle before end of lease?

- Under our agreement with your company all repairs for operating lease vehicles should be carried out prior to end of lease to maximise the resale value of the vehicle.

There has been an injury as a result of a motor vehicle collision, who do I report this to?

- At the scene, please call 000 first
- All claims must be reported to your CTP insurer.

How do I pay my excess?

- If an excess is applicable, ORIX will arrange the payment of the excess. In this way, you don't have to worry about payment of an excess to repairers in order for them to release the vehicle, which in some cases, can be a significant sum.

Why am I at fault?

- All liability is determined by DriverCare's experienced Mercantile Team and/or your insurer based on the information provided. Should you have any questions or concerns regarding liability, please call ORIX on 1300 652 886 and select Option 1.

Can DriverCare provide assistance in arranging a rental vehicle?

- Yes, DriverCare offer a "door to door valet service" providing pick up of damaged vehicles, drop off of loan vehicle and return of repaired vehicle.

How long will repairs take?

- Once your vehicle has been quoted, the team at DriverCare will provide you with an estimated repair time-frame.

How can I cancel my claim?

- Should you wish to cancel your claim, please call 1300 652 886 and select Option 1 to speak with the DriverCare Customer Service team.

My vehicle has been deemed a total loss what happens next?

- ORIX and DriverCare will work with your insurer to fast track settlement.

