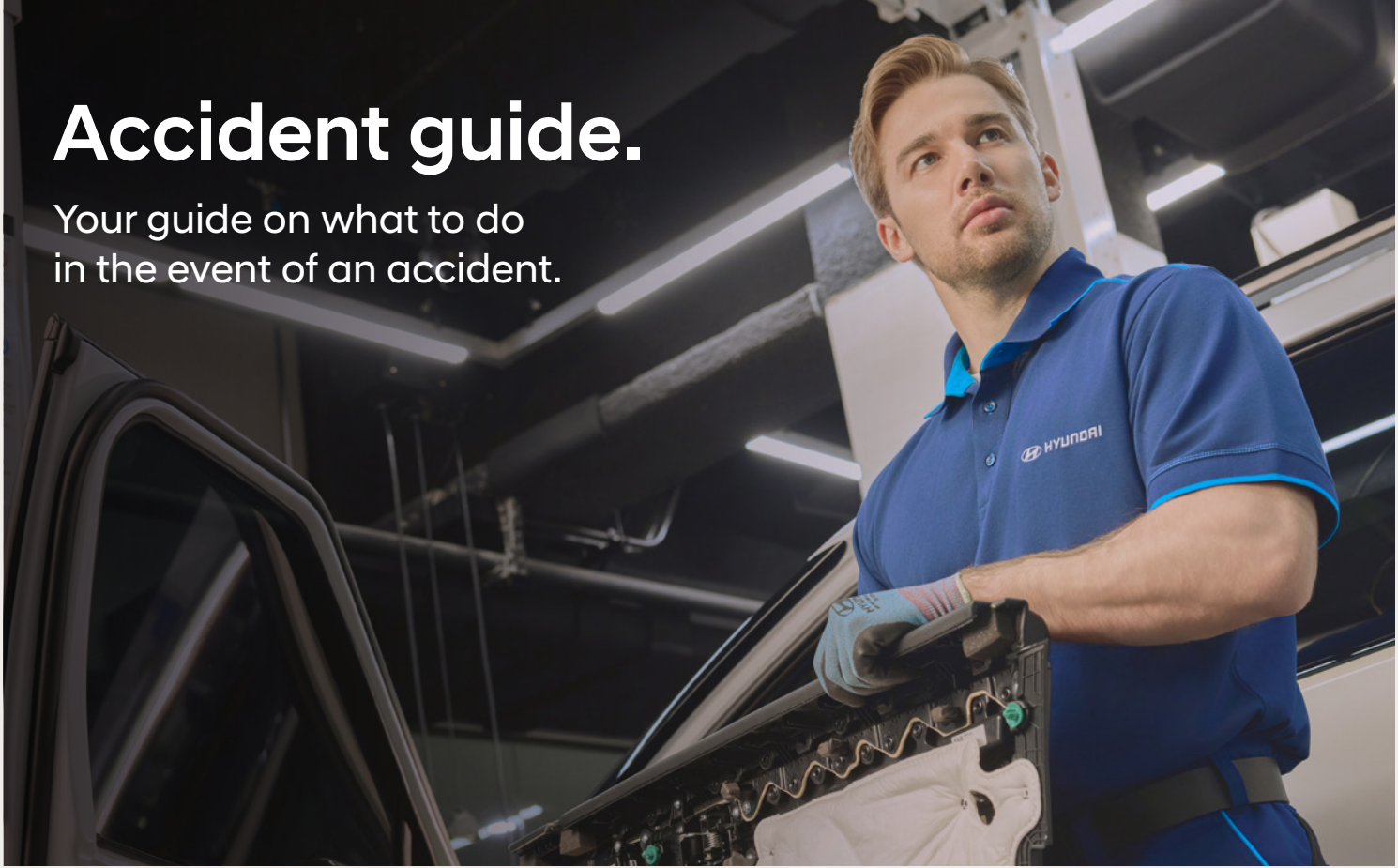
Accident guide.

Your guide on what to do
in the event of an accident.



HYUNDAI INSURANCE

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Know what to do if an accident happens.

Never been involved in an accident? Great! But if that should ever change, just stay calm and follow these key steps (and keep this guide handy in your glovebox):

1. Assess. Assess the situation. Turn on your hazard lights to warn other drivers. Safely move out of the way of traffic and park in a safe location. If your vehicle is immobile and you're unable to safely move off the road, keep your hazard lights on. Consider your surroundings before exiting the vehicle, your safety is more important.

2. Safely take action. Check for injured people. If someone is hurt or there is major damage to your car, dial 000 for medical and police assistance.

3. Gather information. Inspect the scene and record as many details as you can. Use your smartphone camera to take photos of the accident scene and to record any third party contact and driver licence details. Refer to the detail report on the back of this guide for accident details you should collect. If you don't have a smartphone you can draw a diagram of the accident scene and note other driver details in the space provided.

4. Call Roadside Support, if required. Contact the Hyundai Customer Care Team on 1800 186 306 for Premium Roadside Support. Open Monday - Friday 9:30AM - 5:30PM AEST.

5. Contact your insurer to lodge a claim. If you have Hyundai Premier Motor Insurance, call 1300 389 571 or visit, **www.allianzclaims.com.au**.

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Hyundai Premier Motor Insurance.

Relax knowing you are insured with Hyundai Premier Motor Insurance.

Hyundai Premier Motor Insurance provides you with comprehensive insurance cover for your Hyundai including cover for theft, fire and malicious damage, as well as cover for damages you cause to other vehicles and property whilst using your Hyundai. It also has a host of other features, benefits and options.

New Hyundai Genuine Parts[1].

In the unfortunate event of an accident, new Hyundai Genuine Parts will be used where locally available, even beyond your new car warranty period.

3 years new-for-old replacement[2].

If you experience a total loss incident, Hyundai Premier Motor Insurance provides cover to replace your vehicle with a brand new Hyundai of the same model.

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Cover for your Electric Hyundai.

Not only does Hyundai Premier Motor Insurance cover for accidental loss or damage to your electric vehicle, but it also covers your charging accessories such as wall chargers, charging cables and wall mounts owned by you. It also covers for fire, including fires caused by battery thermal runaway.

Choice of repairer[3].

Hyundai Premier Motor Insurance gives you the flexibility to nominate either an Allianz selected repairer (including EV capable repairers) or you can choose your own.

Flexible payment options[4].

With Hyundai Premier Motor Insurance you can choose flexible payment options at no extra cost. So you can choose to pay your premium as a lump sum annually; or in instalments by direct debit from a bank account or credit card you nominate.

Why use Hyundai Genuine Parts?

Designed for your car.

All of our Genuine Parts are designed, engineered and manufactured specifically for your Hyundai.

Premium quality is our standard.

Unlike imitation parts, Genuine Parts are made and tested to our high standards to ensure performance and safety.

Maximise resale value.

Servicing your Hyundai with us means it will only be fitted with authentic, high-quality parts, helping to retain its value for longer.

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Detail report.

1. Photographic evidence.

Take a photo to document the scene of the incident and damage. Further details can be noted in the fields below.

Details.

2. Other parties involved in the accident.

Name:

Address:

Contact number/s:

Licence number:

Registration provider:

Vehicle year, make & model:

Accident location:

Insurance:

3. Independent witness details.

Name:

Address:

Contact number/s:

Name:

Details:

Contact number/s:

4. Police information.

Name:

Contact details:

Station:

At-call resources:

____/____/____

Call **000** for an Ambulance if one is required.

Call **000** for the Police in the following circumstances:

- A person has been injured or a fatality has occurred
- The other party fails to stop and/or supply their details
- A driver appears to be under the influence of alcohol or drugs
- There is a hazard that may cause danger to the public

Call **1300 389 571** to lodge a claim with Hyundai Premier Motor Insurance.

Call **1800 186 306** for Hyundai Premium Roadside Support or Customer Care if required.

Online insurance claims and resources:

Make a Hyundai Premier Motor Insurance claim online, with 24/7 access to our Online Claims Portal.
Visit **www.allianzclaims.com.au** for more information or to lodge your claim today.

Additional notes.

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Additional notes.

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Find out more at: **hyundai.com/au/hyundai-insurance**

The insurer of this Hyundai Premier Motor Insurance is Allianz Australia Insurance Limited ABN 15 000 122 850, AFS Licence Number 234708, GPO 9870 Melbourne VIC 3000. Phone: 1300 139 664 (Allianz). In arranging this insurance Hyundai Capital Australia Pty Limited ABN 42 611 226 316 and the authorised dealers act on behalf of Allianz and not as your agent. Neither Hyundai Capital Australia nor any of its related companies have any liability in respect of this policy.

We do not provide advice on this insurance based on any consideration of your objectives, financial situation or needs. Cover subject to policy terms, conditions, limits and exclusions. Before making a decision about this insurance please consider the Product Disclosure Statement (PDS) and the Target Market Determination. If you purchase this insurance we receive a commission from Allianz. For further information or assistance please contact 1300 389 571.

[1] If we accept a claim but are unable to fix a damaged part, where available in Australia at time of repair, we will use a new genuine manufacturer part. If new genuine is not available, we will use genuine reconditioned or recycled manufacturer parts or Australian Design Rules certified new, recycled or reconditioned parts.

[2] If your vehicle is a total loss, you purchased it new or as a demo and it's less than 3 years old from its first registration and subject to financier approval (if applicable), we will replace it with a new vehicle of the same make, model, engine size, features and paint type including any modifications, options and accessories, so long as it is available in Australia.

[3] Allianz may authorise repairs at your repairer of choice; pay you the reasonable costs of repairing your vehicle; or move your vehicle to another repairer you and the insurer agree upon. We will act reasonably in doing so.

[4] Premiums payable by instalments may be subject to minor adjustments (upwards or downwards) due to rounding and financial institution transaction fees may apply.

Note: Information in this Accident Guide is current as at 10/2026. Part No. HYAG1026