

Not-at-fault enquiry checklist

Use this checklist to prepare your repair enquiry. You can still contact us if some details are missing. Our team reviews each enquiry before confirming acceptance.

☐ **Your vehicle and contact details**

Make and model; your name, email and phone number; whether the vehicle can be driven; and whether you need a replacement car.

☐ **A short description of the accident**

Date and location, what happened, the affected areas and why you believe the other driver was responsible. Tell us if fault is uncertain.

☐ **Other driver and claim information, if available**

Other driver and vehicle details, insurer, claim reference and any relevant correspondence. Keep original documents and share only information relevant to your enquiry.

☐ **Up to four useful damage photos**

Include a wider view of the vehicle, close-ups and an angled view. Take photos only when it is safe. Do not drive a vehicle you believe may be unsafe.

☐ **Existing arrangements**

Tell us if you have already lodged a claim, booked repairs, arranged towing or hired a vehicle. Do not assume earlier costs are included in Alfa's acceptance.

Before you commit

For cases accepted by Alfa, you pay nothing for the agreed repairs and replacement-car hire - even if we cannot recover those costs from the other driver's insurer.

Ask for written confirmation of acceptance, the included repairs, replacement vehicle and hire period before work or hire begins. Submitting an enquiry is not acceptance.

Start your guided eligibility enquiry

alfabodyworks.com.au/not-at-fault-insurance-repairs-frankston/

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