CARTREX
RENTALS

Cartrex Rentals · MC Australia Pty Ltd · ABN 25 625 106 416
0402 157 360 · hire@cartrexrentals.com.au · Truganina VIC 3029

INCIDENT REPORT FORM

Complete this form as fully and accurately as possible if your Cartrex rental vehicle was involved in an accident, theft or attempted theft. It is the Incident Report Form referred to in clauses 9.4 and 13 of the Cartrex Rental Terms & Conditions (effective 29 June 2026), and directly affects your Damage Excess entitlement.

Reference number given by Cartrex when you called the accident line: _____

⚠ **BEFORE YOU FILL IN THIS FORM**

If anyone is injured, call **000** first. Then call the Cartrex 24-hour accident line on **0402 157 360** as soon as practicable — within 24 hours of the incident. This form must reach Cartrex within **7 days** of the accident (or immediately after reporting a theft to police). Do not admit fault or promise to pay anyone — see the Declaration in Section 8.

1 · YOUR RENTAL DETAILS

FULL NAME (AS ON RENTAL AGREEMENT)

DRIVER'S LICENCE NUMBER

PHONE

EMAIL

RENTAL AGREEMENT / BOOKING REFERENCE

RENTAL DEPOT

VEHICLE REGISTRATION

VEHICLE MAKE, MODEL & COLOUR

WHO WAS DRIVING AT THE TIME OF THE INCIDENT? (MUST BE AN AUTHORISED DRIVER ON THE RENTAL AGREEMENT)

2 · INCIDENT DETAILS

DATE OF INCIDENT

APPROXIMATE TIME

EXACT LOCATION (STREET ADDRESS / INTERSECTION / SUBURB)

TYPE OF INCIDENT

☐ Collision with another vehicle ☐ Single Vehicle Accident (object / rollover / animal) ☐ Weather event

☐ Theft of the vehicle ☐ Attempted theft / break-in ☐ Other: _____

WEATHER & ROAD CONDITIONS

APPROXIMATE SPEED AT THE TIME

WRITTEN DESCRIPTION OF HOW THE INCIDENT OCCURRED

DIAGRAMMATIC DESCRIPTION — SKETCH THE POSITION OF ALL VEHICLES, DIRECTION OF TRAVEL AND POINT OF IMPACT

Sketch area — mark point of impact, direction of travel, lane markings and road signs

3 · INJURIES

WAS ANYONE INJURED?

☐ Yes ☐ No

IF YES, WHO WAS INJURED AND WHAT TREATMENT WAS GIVEN OR REQUIRED?

4 · POLICE ATTENDANCE

Police must be notified if anyone was injured, the other party fled without exchanging details, the other driver appeared impaired, or the vehicle was stolen.

DID POLICE ATTEND, OR WAS A POLICE REPORT MADE?

☐ Yes ☐ No

ATTENDING POLICE STATION

ATTENDING OFFICER(S) & BADGE NO., IF KNOWN

POLICE REPORT / EVENT NUMBER

DATE REPORTED TO POLICE

5 · OTHER PARTY / THIRD PARTY DETAILS

Complete for every other driver, vehicle or property owner involved. Your Damage Excess exemption under clause 9.4 depends on these details being complete and accurate.

THIRD PARTY 1

FULL NAME

PHONE

EMAIL

DRIVER'S LICENCE NUMBER

RESIDENTIAL ADDRESS

VEHICLE REGISTRATION

INSURANCE COMPANY

POLICY NUMBER

AT FAULT, IN YOUR VIEW?

☐ Yes ☐ No ☐ Unsure

THIRD PARTY 2 (IF APPLICABLE)

FULL NAME

PHONE

EMAIL

DRIVER'S LICENCE NUMBER

RESIDENTIAL ADDRESS

VEHICLE REGISTRATION

INSURANCE COMPANY

POLICY NUMBER

6 · WITNESSES

WITNESS 1

FULL NAME

PHONE

EMAIL

ADDRESS

WITNESS 2 (IF APPLICABLE)

FULL NAME

PHONE

EMAIL

ADDRESS

7 · VEHICLE DAMAGE & EVIDENCE

DESCRIBE DAMAGE TO THE CARTREX VEHICLE

DESCRIBE ANY THIRD-PARTY VEHICLE / PROPERTY DAMAGE

PHOTOS / DOCUMENTS ATTACHED TO THIS REPORT

☐ Cartrex vehicle damage ☐ Scene / road signs / other vehicle(s) ☐ Other driver's licence ☐ Other supporting documents

Attaching evidence: staple or clip photo prints to this form, or email them to hire@cartrexrentals.com.au quoting your reference number, at the same time you submit this form.

8 · DECLARATION

☐ I confirm the information in this Incident Report Form is true, complete and accurate to the best of my knowledge, as required by clause 5.1 of the Cartrex Rental Terms & Conditions.

☐ I confirm that I have not made, and will not make, any admission of fault, or any offer or promise to pay or settle a claim, in accordance with clause 13.5.

☐ I understand a Claims Administration Fee of $220 applies to this claim in addition to any Damage Excess or Single Vehicle Accident Excess, and these amounts may be charged to my credit card in accordance with clause 9.

☐ I agree to cooperate fully with Cartrex's investigation of this claim and to promptly provide any further information requested, as required by clause 13.4.

SIGNATURE

DATE

PRINT NAME

Submit within 7 days by email to hire@cartrexrentals.com.au, or in person at your Rental Depot. Keep a copy for your own records.