Queensland

Who can make a claim?

- People injured in a motor vehicle crash in Queensland, caused fully or partly by another driver.
- If you are partly responsible, your compensation may be reduced.

Details you need to make your claim

- Name of the police officer that attended the scene (or to whom the crash was reported), the police station where the officer was stationed and the Police Accident Report number.
- Details of the crash.
  - Date, time and location.
  - Registration details of the vehicle you were in (if in a vehicle).
  - Details of the vehicle most responsible for the crash.
  - Name, address and contact details of the at-fault vehicle owner.
- Details of any witnesses.
- Employment details at the time of the crash.

How to make a claim

Review the Pre-Claim checklist - maic.qld.gov.au

1. Lodge a *NOTICE OF ACCIDENT CLAIM* form online.
   - Log in or register for the QLD CTP Portal - ctpportal.maic.qld.gov.au.
2. Download and complete the form and send to the CTP insurer of the motor vehicle at fault - contact the MAIC Enquiry Line to find out.

When to make your claim

- If the at-fault vehicle cannot be identified, the claim must be lodged within 3 months.
- All other situations, within 9 months of the crash OR
- If injuries are not immediately apparent, then within 9 months of the symptoms first appearing.
- If you are injured as a minor, your claim must be made within 3 years of your 18th birthday.

What you can claim

- Reasonable and appropriate insurer-funded medical treatment and rehabilitation
- Loss of income (past and estimated future)
- General damages (pain and suffering)
- Legal costs and disbursements

Need more assistance lodging your claim?

Contact MAIC on **1800 287 753** or maic@maic.qld.gov.au

This guide is for general information only. It is not legal, financial or professional advice. Please contact the relevant State Insurance Regulator for more information.

Queensland

Fatality Claim

For Financial Support

Who can make a claim?

- People who have lost a family member in a motor vehicle accident.

How to make a claim

1. Download and complete the *NOTICE OF ACCIDENT CLAIM (FATAL INJURY)* form.
2. Send the form to the CTP Insurer of the motor vehicle at fault.
    - Contact the MAIC Enquiry Line on 1800 287 753 to obtain the relevant insurer.

What you can claim

- Reasonable funeral costs.
- Financial support if you relied on the person who passed away for income.
- Legal costs and disbursements.

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Journey to Recovery