

Motor Fleet Insurance

How to make a Claim

Motor Fleet Insurance

HDI Global SE, Australia have authorised Innovation Group Pty Ltd (Innovation Group (Australia), ABN 99 060 156 890 AFSL 530823) to manage the claims process and to help you with your claim.

Innovation Group have a strong supply chain of suppliers linked to high quality repairers, which is built on accreditations and certifications ensuring adherence to repair guidelines ensuring long-lasting high quality repairs. The supply chain is unmatched in scale and reputation.

Making a claim

By Email: HDIClaims@innovation.group

By Phone (24/7): + 61 (0)3 861 33020

What you will need

- Policyholder Name
- Policy Number
- Vehicle Registration
- Driver Name
- Date of Incident
- Description of Incident
- Supporting documents or images
- Third Party Details (If applicable)



After your claim is submitted

Once we have received your claim, the information will be reviewed by one of our dedicated claims consultants.



They will be in touch if further details are needed and to let you know the next steps

About Innovation Group

We help the global insurance market to handle millions of claims each year. Innovation Group makes complex claim management processes simple, speedy and streamlined for optimum efficiency at a reduced cost.

Innovation Group (Australia) Pty Ltd (ACN 99 060 156 890), acting under binding authority for claims as an agent of Stella Underwriting Pty Limited (ABN 72 633 811 319, AR No. 001282046), who operates as a Corporate Authorized Representative of Virginia Surety Company, Inc. (VSC). In this role, Stella is authorized by VSC to sell, administer and cancel policies for Stella Comprehensive Car Insurance. While Stella acts on behalf of VSC, it does not act directly for policyholders. Instead, all claims under the policy are managed and processed through VSC's authorized third-party administrators. Virginia Surety Company (VSC), (ABN 080 339 957 and AFSL 245579), is the issuer of the Product Disclosure Statement (PDS) for Stella Comprehensive Car Insurance, taking responsibility for its content. VSC the parent company of the Assurant Inc, which operates within Australia through its subsidiary Assurant Services Australia (ACN 613 632 367)