

# WE'RE READY.

Here to help get your hail claim sorted.



This guide outlines the photos we need you to take of your vehicle, and how you can then send them to us so we can keep your claim moving. It's really important that your photos are nice and clear and cover all the angles listed in this guide.

## Sending us your images.

You've got two options. You can either send us your photos using the Claims Tracker or via email. Please note the specs and info for each.

### Claims Tracker

- Log in at **youi.com.au/claiming** (look for the 'Track your claim' button)
- Each image can be a maximum of 25MB

### Email

- Send to **assessing@youi.com**
- Include your claim number in the subject line
- Each email can be a maximum of 15MB (so you may need to send your photos across multiple emails)

## Okay, now onto the photos.

Take a look at the following steps and examples to get an idea of the types of photos we need you to take.

### STEP #01. CORNERS

Be sure to capture all four corners of your vehicle.



### STEP #02. FRONT AND REAR

Capture each end of your vehicle, including the make and model badges.



### STEP #03. BOTH VINs

Be sure to capture both Vehicle Identification Numbers (VIN).



The VIN sticker is usually found either on the lower part of your windscreen, or on the pillar when you open the doors.

The VIN stamp can be found on the body or chassis of the car.

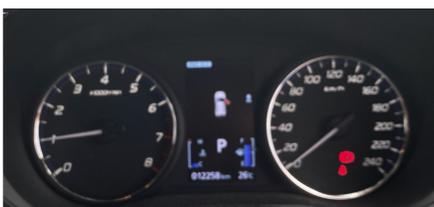
### STEP #04. INTERIOR

Capture the transmission (gear stick area), steering wheel and buttons, dashboard, centre console and driver's seat.



### STEP #05. INSTRUMENTS

Capture the instrument cluster, including the odometer, fuel gauge and warning lights.



### STEP #06. HAIL DAMAGE

Capture any obvious hail damage, showing as much of it as possible.



### STEP #07. PRE-EXISTING DAMAGE

Capture any damage that already existed on your vehicle.



### STEP #08. SEND US YOUR SNAPS

Once you've taken all your photos, send them to us using either the Claims Tracker or via email, as outlined earlier in this guide.

## We're here to listen.

If you have any questions, just give us a call on **13 YOUI (9684)**, or email us at **assessing@youi.com** with your claim number in the subject line.

