



Our revolutionary way  
to get you back on the road

Accident management services

**DingGö**

# In partnership with DingGo, we're making complex tasks easier

SG Fleet has teamed up with DingGoFleet to revolutionise accident management services with a digital-first accident management platform. Built to provide the best possible customer experience, this platform connects all the complex pieces for successful claims management, vehicle repairs, reliability, and reporting.

**Everything is managed  
digitally for total transparency  
and easy cost control**

---

DingGo Fleet provides a complete end-to-end accident management service – online first incident lodgement, repairer allocation from a verified network, independent assessment integration, automated insurance claim lodgement and repairs, recoveries, settlements, and replacement hire cars. Everything is managed digitally for total transparency and easy cost control, with automated, timely updates sent to all stakeholders at every stage.

The entire process is managed through one platform, so everything is monitored, tracked and reported as it happens. All is accessible to fleet customers through their custom dashboard with real-time insights and reporting.



# A simpler process with DingGo

## Non-emergency

### Incident repairs digital lodgement

#### 1. Take photo

Digitally submit details (First Notice of Loss) to DingGo



#### 2. Repair quotes returned



## Sub excess

### Private repair

#### 3. Choose repairer

Choose a local and verified repairer



Repair is completed



## Emergency

### Accident assistance 24/7 hotline

#### 1. Call Accident Management hotline

At scene assistance provided and accident details (FNOL) captured and digitally lodged



#### 2. Tow and replacement car arranged



## Over excess or at fault third party

### Insurance repair

#### 3. Claim lodged

DingGo lodge insurance claim or manage third party directly



#### 4. Choose repairer

Choose a verified repairer local to driver



#### 5. Quote assessed

By insurer or independent assessor



Repair is completed



# How it works

- 1** Drivers lodge claims quickly and easily online, with just three photos and three minutes on DingGo's mobile-friendly website.
  - 2** If the driver is in an accident and their car is non-driveable, or they have no access to the internet, instead they can call **1300 138 235** anytime to lodge the claim.
  - 3** DingGo shares the incident details with the fleet's insurers to raise an insurance claim (if required), then with DingGo's verified, independent repairer network. Repair quotes are sent to the fleet manager or insurers for selection and approval.
  - 4** Once the repair is approved, DingGo automatically notifies the driver with a digital calendar alert to book a repair date that suits them.
  - 5** DingGo will organise a replacement vehicle if required. The vehicle will be delivered directly to the driver's address or to the repairer so the driver can step out of their damaged car and into their replacement vehicle.
  - 6** DingGo tracks and reports to all stakeholders at each stage of the repair process and manages all payments on completion.
  - 7** Invoicing and reporting integrate with SG Fleet systems for full oversight and control of your fleet.
  - 8** If required, third party demands or recoveries are handled directly by DingGo and integrated into the fleet's DingGo portal, reporting and billing.
- 



# What makes DingGo Fleet different?



## Easy digital lodgement

Even non-tech savvy users will think it's easy. No apps, just a mobile-friendly website that requires three photos and three minutes.

## Real-time reporting and insights

Data on all repairs, live claim updates, comprehensive reporting and insights is accessible to fleet managers anytime through their custom dashboard.

The dashboard provides real-time business intelligence insights to help reduce overall fleet costs and insurance costs and identify driver risks.

## Simple integration with all partners and providers

DingGo's digital platform connects DingGo's specialist partners or your fleet's existing partners for a seamless integration of repairs, insurer management, replacement vehicles assessors, and 3rd party claims management.

## Live tracking and automated communications at every step

A self-serve online portal where fleets can approve, manage, and track all claims. Throughout the process, automated communications are sent to the driver, insurer, specialist partners, or relevant approving fleet managers.



## Want to know more?

To find out how accident management services from SG Fleet and DingGo can help your business, visit us at: [sgfleet.com/au/dinggo](https://sgfleet.com/au/dinggo) or call **1300 138 235**