

Accident Checklist

If you have been involved in an accident, follow these instructions carefully:

Stay calm

- Do not panic.
- Do not admit fault.
- Co-operate with police.
- Remain calm and polite.

Safety measures

- Stop your vehicle and move it to a safe location nearby.
- Check to see if anyone is injured. Call 999 for medical assistance.
- Do not leave the scene of the accident.
- Make sure everyone involved moves to a safe location.
- Contact the police. They will let you know if an officer needs to be present at the scene.

Collect information

Exchange contact information with everyone involved, including:

- Name
- Address (including email)
- Phone number(s)

Get the following information about all vehicles involved:

- Year, make, and model
- License plate number
- Insurance provider
- Insurance policy number

Gather contact information from any witnesses at the scene, including:

- Name
- Address (including email)
- Phone number(s)

If a police officer is present, get the following information from him or her:

- Name
- Phone number
- Police report number

Document the accident

If you have a camera, take photos of:

- Damage to your vehicle
- The accident scene
- People involved in the accident

To make a claim call our Claims Helpline on

0844 873 8183

Open 24 hours a day, 365 days a year.