

# How to report a motor claim

Follow these 4 steps in order to report a motor claim effectively

1

Contact us as soon as an incident/accident has happened and while the details are still fresh

2

Make sure you've got the correct information to hand eg: vehicle registration/ driver/other vehicle

3

Give us as much detail as possible eg: witness, photographs, diagrams, position of vehicles, any injuries

4

Tell us where your vehicle is so that we can arrange an uplift and courtesy vehicle, where required

## Contact Us:

Mon - Fri 8:30am - 5:15pm

**01904 784141** | [claims@deford.co.uk](mailto:claims@deford.co.uk)

Out of hours (after 5:15pm on weekdays and at weekends)

**07788 588 6538**

## Early reporting of motor claims

This is important as Insurers must respond to certain claims within limited timeframes. Notwithstanding the importance of having your own vehicle repaired, if they are not notified of new claims quickly they may be at risk of cost penalties which could in turn impact on the total claims cost.

If insurers are notified on the same day or within the first 24 hours of the incident occurring they will be able to handle the claim proactively and ensure that the cost of the claim is fully controlled.

This will ensure that the claims experience against your policy record is minimised.

[www.deford.co.uk](http://www.deford.co.uk)