

What to do in the event of a claim

- Stop to check whether anyone has been hurt or any property has been damaged.
- If necessary, call the relevant emergency services
- If anyone is injured you will be required to report the accident and to produce your Insurance Certificate within 24 hours at your local Police Station. If you cannot get hold of the certificate in the period (for instance if it is locked in the office over the weekend) report to the Police Station and ask for more time.
- Give your name, address, contact numbers, registration, insurance details, the policy number if you know it and details of the vehicle owner if asked by someone involved in the accident.
- Stay calm. Do not involve yourself in any arguments, or offer to pay for any damage.

Remember to collect the following details:

- Names and addresses and contact numbers of other drivers involved and ask for insurers and policy details.
- Registration numbers and makes of other vehicles involved.
- Names, addresses and telephone numbers of any witnesses.
- Registration numbers of any vehicles whose occupants may have been witnesses.
- A sketch showing positions of vehicles before and after the accident with details of what happened along with photographs if possible.
- Complete the motor incident report form and forward to D E Ford Insurance Brokers

Contact Us:

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

01904 784141 | claims@deford.co.uk

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

07788 588 6538

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