



# Motor Accident Guide

Keep this document in your glovebox

**Involved in a Motor Collision?**  
**Follow the advice in this guide and call**  
**Aviva's Fleetline immediately on**  
**0800 246 876**

(free, any time, day or night)

Calls may be recorded and/or monitored.



We know that being involved in a motor accident can be a real inconvenience. That's why we've produced this concise guide to help you get everything resolved as quickly and simply as possible.

You'll find clear advice about what to do following a collision, a convenient form to record the incident details and two detachable cards for you to complete and hand to any other people involved.

## Advice in the event of an accident

### Stay calm – Stop where it is safe and assess the scene.

Only drive away if you feel threatened or in danger – and if you do, make sure you call the police as soon as possible.

### Call 999 immediately if:

- Anybody needs urgent medical attention - ask for ambulance.
- The road is blocked or damaged - ask for police.

### While the detail is fresh in your mind, complete the 'At The Scene Incident Recording Form' overleaf.

If you have a camera or camera phone, photograph the incident. Include pictures of any vehicle(s)/property damage if possible.

### If someone else is involved, fill in one of the detachable 'Exchange of Information Cards' with your details and hand to the Third Party.

Make sure you bring the other driver's attention to the important information on the reverse of the card.

### Call Aviva's Fleetline immediately from the scene.

# 0800 246 876

**Please remember that even a short delay in reporting the incident to your insurer can significantly affect the cost of any claim that may be made against you.**

By calling Fleetline we can provide expert help on all aspects including:

- Recovery of your vehicle (if necessary) and taking you to a safe location.
- Organising repairs.
- Arranging a replacement vehicle.
- Passing on urgent messages.

### Report the matter through your own internal channels.

#### Contact

for further guidance

Aviva will not normally require additional, written notification of an incident, a phone call will suffice, therefore we suggest you forward the hard copy Incident Recording Form to your manager for review and retention.

# At The Scene – Incident Recording Form

## Incident Details

Date:	Time:	Speed Limit:
Location (incl direction of travel):		
Road conditions:	Visibility:	

## Your Vehicle Details

Driver Name:	
Registration Number:	Make/Model:
Details of Damage:	

## Third Party (1) Details

Driver Name:	Occupation:
Registration Number:	Make/Model:
Address:	
Phone:	email:
Third Party Insurer:	Policy Number:
Description of damage to other vehicles/property:	
Number of occupants in Third Party Vehicle (incl. driver):	
Details of any injuries sustained:	

## Third Party (2) Details

Driver Name:	Occupation:
Registration Number:	Make/Model:
Address:	
Phone:	email:
Third Party Insurer:	Policy Number:
Description of damage to other vehicles/property:	
Number of occupants in Third Party Vehicle (incl driver):	
Details of any injuries sustained:	

### Brief description of what happened

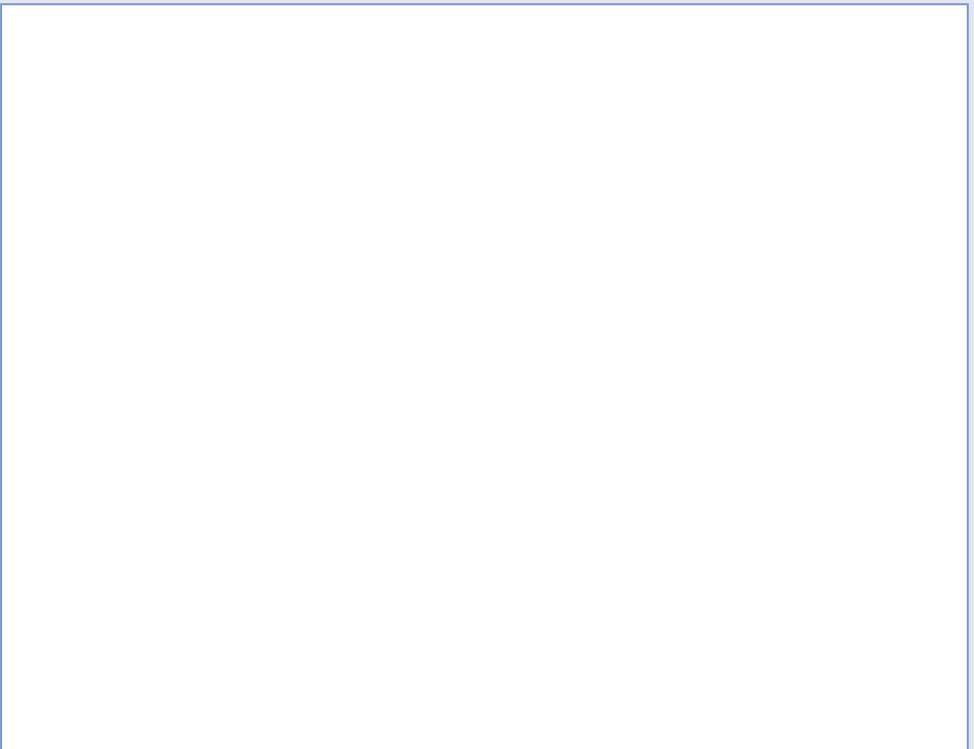


Photos available

Yes  No

### Incident sketch

Sketch should incorporate road widths, road markings and any other relevant features (e.g. skid marks arising from incident)



### **Witness (1) Details (if applicable)**

Witness name:

Address:

Phone:

### **Witness (2) Details (if applicable)**

Witness name:

Address:

Phone:

### **Police Details**

Did the police attend? Yes  No

Officer's name:

Phone:

Incident Reference Number:

Reporting Officer's station:

### **Driver's signature**

Signature:

Date:

# Exchange Of Information Card

To be completed by the Aviva insured driver and given to the other party involved – this information is provided to assist future communication and to comply with legislation.

## Incident Details

Incident date: \_\_\_\_\_ Time: \_\_\_\_\_  
Incident location: \_\_\_\_\_

## Other Information

Driver name: \_\_\_\_\_ Tel: \_\_\_\_\_  
Driver's address: \_\_\_\_\_

Vehicle registration: \_\_\_\_\_ Vehicle make/model: \_\_\_\_\_  
Vehicle owner/company name: \_\_\_\_\_  
Business address: \_\_\_\_\_

**Insurer:** Aviva Insurance **Address:** Aviva Claims, P.O. Box 455, Surrey Street, Norwich NR3 3UR

Policy number: \_\_\_\_\_

**IMPORTANT INFORMATION – PLEASE TURN OVER**

# Exchange Of Information Card

To be completed by the Aviva insured driver and given to the other party involved – this information is provided to assist future communication and to comply with legislation.

## Incident Details

Incident date: \_\_\_\_\_ Time: \_\_\_\_\_  
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## Other Information

Driver name: \_\_\_\_\_ Tel: \_\_\_\_\_  
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Vehicle registration: \_\_\_\_\_ Vehicle make/model: \_\_\_\_\_  
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**Insurer:** Aviva Insurance **Address:** Aviva Claims, P.O. Box 455, Surrey Street, Norwich NR3 3UR

Policy number: \_\_\_\_\_

**IMPORTANT INFORMATION – PLEASE TURN OVER**

## IMPORTANT INFORMATION FOR THE OTHER DRIVER

Our driver is insured by Aviva.

In order that Aviva can provide you with assistance with any claim you may have relating to this accident, please call them on **0800 246 876** as soon as possible.

**If our driver is at fault please refer to the offer below to see what Aviva can do for you.**

***You have a legal obligation to keep your expenses and losses to an absolute minimum. It is very important that you read the information below as it is provided for your benefit.***

**AVIVA'S OFFER** We will be able to assist you by offering the following at **no cost to you:-**

- **Roadside recovery and storage of your vehicle.**
- **Repairs to your vehicle.** We can arrange and authorise the repairs, then make payment direct to the garage.
- **Replacement Vehicle.** During the period you are without the use of your vehicle we will provide a like for like hire vehicle.
- **Inspection of your vehicle.** An engineer will agree a valuation of your vehicle with you if the vehicle is a total loss.

We do hope that you will take advantage of this offer, but if you choose not to, this may affect your entitlement to recoup repair, hire, recovery or storage charges that you incur by using other service providers. In any case it is imperative that you show this card to your insurer, legal representative and any repairer and/or vehicle hire company that you or your legal representative may instruct. It is most important that they are made aware of our offer, so they can advise you accordingly.

**If you have any questions at all about the nature of this offer please call 0800 246 876 or email us at [fnolnor@aviva.co.uk](mailto:fnolnor@aviva.co.uk)**

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## IMPORTANT INFORMATION FOR THE OTHER DRIVER

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