

WHAT TO DO IF YOU'VE BEEN IN AN ACCIDENT



These steps will help you to take down a detailed account of the incident.

This information is important, because you need it to:

1. **Get a case number from the police station**, where you'll be asked to give an account of what happened.
2. **Claim from your insurer**, which requires a case number. You'll also be asked to submit details about the incident.

Step one: FIRST THINGS FIRST

THINGS TO TAKE PICTURES OF:

- the registration number of the other vehicle(s)
- the licence disc on the other vehicle(s), if possible
- the position of the vehicles after the accident, **stepping back at least 10 metres.**

1. Stop. **Stay calm.** Don't admit fault.
2. **Dial 0860 505 911** for our 24/7 SOS and claims line.
3. Ask the agent to dispatch a **Santam-approved tow truck.**
4. **Take a few pictures** of the scene.
5. Don't forget your case number. **Report the accident** to the police within 24 hours.

Step two: SET THE SCENE

ACCIDENT DETAILS

Date of accident

Time of accident

Place of accident

Describe the accident

Was a third party involved? (e.g. hit and run)

Step three: SKETCH THE SCENE

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Step four : THE OTHER DRIVER(S)

DRIVER A

Name _____
ID no. _____
Licence code _____
Licence valid _____
Type of licence _____
Tel. (h) _____
Tel. (w) _____
Cell. _____
E-mail _____
Insurer _____

VEHICLE A

Make _____
Model _____
Colour _____
Licence no. _____
Licence disc no. _____
Vehicle reg. no. _____
Engine no. _____
VIN no. _____
Date of expiry _____
Signature _____

DRIVER B

Name _____
ID no. _____
Licence code _____
Licence valid _____
Type of licence _____
Tel. (h) _____
Tel. (w) _____
Cell. _____
E-mail _____
Insurer _____

VEHICLE B

Make _____
Model _____
Colour _____
Licence no. _____
Licence disc no. _____
Vehicle reg. no. _____
Engine no. _____
VIN no. _____
Date of expiry _____
Signature _____

Step five: GOT A WITNESS OR TWO?

WITNESS DETAILS (1)

Name _____
Physical address _____
Tel. (h) _____
Tel. (w) _____
Cell. _____
Statement _____

Signature _____

WITNESS DETAILS (1)

Name _____
Physical address _____
Tel. (h) _____
Tel. (w) _____
Cell. _____
Statement _____

Signature _____