

# Accident Guide

Windscreen claims line:  
**0330 024 1306\***

Please write your policy number here:

**Please follow these simple steps – your actions at the scene can go a long way to protecting your excess, No Claims Discount and renewal premium.**

## Stay calm, keep safe

Try not to panic after an accident – rest assured we're here to help. Stop your car, turn off your engine and turn on your hazard lights. Then get out of the car safely, by using the passenger door to avoid traffic if necessary, and stand a safe distance away from the road.

## Call for help

If anybody has been hurt in the accident, call the emergency services immediately on 999. Give the location and as much information as you can about injuries. The safety of everybody involved is always the first priority.

## Don't admit responsibility

For expert help, call us as soon as possible. We'll investigate who caused the accident, so it's important that you don't take responsibility for it, even if you think it was your fault. Exchange names, addresses, phone numbers and insurance details with all other parties, but don't talk about any settlement or liability – please let us look after that.

## Your legal responsibilities

Drivers involved in a car accident are required by law to stop at the scene, and the police must be called if there are injuries or damage to public property. Don't move any vehicles until the police have arrived.

If nobody is hurt, no offences are committed and public property (like road signs) is not damaged, it's possible to simply exchange details with the other driver without calling the police.

## Take down the details

Once everyone involved is safe or is being safely looked after, it's time to note what happened. You'll need to tell us:

- The date, time and exact location of the accident
- The name, address and phone number of all drivers involved, and their insurance details if they have them
- The make, model and registration of all vehicles involved
- The name, address and phone number of all passengers, plus the vehicle they were in
- Details of any injuries to anybody involved in the accident
- Details of any police officers attending the scene
- The details of anyone who saw the accident – independent witness evidence is very useful

You can use the second page of the Accident Guide to help you take down the details.

## Take photos if you can

Most mobile phones have a camera, so please safely photograph positions of the vehicles involved, any skid marks and any damage. Please make a sketch of the scene too. And if a driver has recorded the accident on a dashcam, please arrange for the video to be sent to us.



## Don't delay!

Try to call us from the scene of the accident or let us know as soon as possible. Leaving it late to report your claim could affect how much we can help.

**When you need us most we're here to help.  
Keep safe, and call our 24 claims line on**

**0330 024 1305\***

\*Lines are open 24 hours a day, every day. Call charges from outside the UK may vary.

\*\*Lines open Monday to Friday 8am - 8pm, Saturday 8:30am - 5:00pm and bank holidays 10am - 2pm.

Call our 24 hour  
claims line on:

**0330 024 1305\***

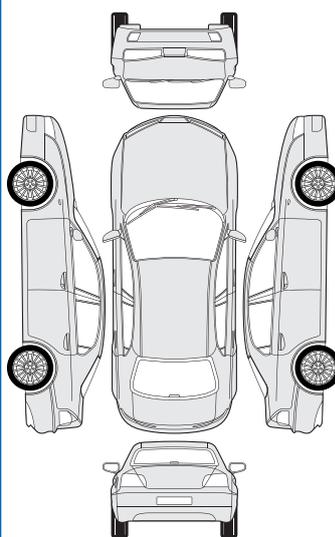
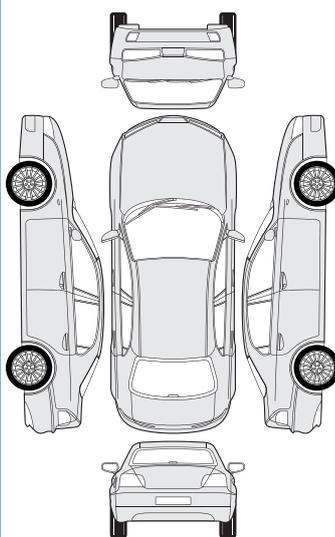
redefining / car insurance



**Please follow these simple steps – your actions at the scene can go a long way to protecting your excess, No Claims Discount and renewal premium.**

**Take pictures of the accident, any damage, the position of vehicles and any skid marks where suitable to do so.**



Date of incident:	Time of incident:	Location:	
<b>About the other driver:</b> Name: Address:  Home number: Mobile number: Age: Insurer: <b>About the other vehicle:</b> Make: Registration: <b>Number of people involved in the accident:</b> In your car: In the other car: Was anybody injured? Please say who and what injuries:		Show where <b>your car</b> is damaged 	Show where <b>the other car</b> is damaged 
<b>Witnesses:</b> Name: Address: Contact number: Email:		Please sketch what happened. It will help us to better understand the accident, and may help you remember details now and later on.	
<b>Please describe the accident (using facts rather than opinions where possible)</b>			

**Please complete the details below, tear off and give to the other driver.**

AXA driver's name: ..... Accident date: .....

AXA driver's registration: ..... Accident location: .....

You've been given this form because you've been involved in an accident with a driver we insure. We're sorry about that, and we want to help put things right.

**Please call our 24 hour claims line on 0330 024 1305\* as soon as you can.**

\*Lines are open 24 hours a day, every day. Call charges from outside the UK may vary.

Tear and give to other driver