

# What to do if you are involved in an accident

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## IMPORTANT INFORMATION

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### What to do at the scene of an accident:

You must report all accidents to Travelers as soon as possible, even if the damage to your vehicle may not be covered under your policy

An Accident Report Form can be completed online by clicking [here](#), or alternatively click [here](#) to email the details to us. Completing the Accident Report Form and providing the details below will help us to deal with your claim faster.

### Important Do's and Don'ts:

#### Do's

- Take third party details, including vehicle make, model, registration and colour, together with the names, addresses and telephone numbers of all the other drivers.
- If possible, obtain the name of their insurance policy and certificate number.
- Record the make, model and registration number of the other vehicles involved.
- Record the names and addresses of any witnesses before they leave the scene.
- Note description of damage to both vehicles and details of the passengers in each vehicle.
- Note road layout – take mobile phone photographs from the scene of the accident including the vehicle positions before they are moved.
- If possible, make a sketch plan of the accident as soon as possible.
- Make a detailed record of the incident the same day.
- Note the weather conditions at the time of the accident.
- Note details of any injuries and of damage to property, including roadside fittings and furniture.
- Send us letters or documents received in relation to an accident.
- Find out how to arrange recovery of your vehicle when statutory powers are not invoked.

#### Don'ts

- Don't discuss responsibility for the accident or admit liability.
- Don't assume that the Police or Highways Agency have to arrange for recovery of your vehicle (unless they are invoking statutory powers to do so).