



WHAT TO DO IN CASE of a car accident

Follow >>
these steps

1

Stop and call for help

- Stop, switch on your hazards to **warn other vehicles** and climb out of your car if it is safe to do so.
- **Call an ambulance and the police** if passengers, drivers or pedestrians are injured.

2

Clear the road

- Move any cars that are **obstructing the flow of traffic**, but be sure to mark their position on the road first if available, or to **photograph the scene before the cars are moved**. **NOTE:** If a person or animal has **been injured** in the accident do **not interfere with the evidence or move any vehicles** unless those vehicles are obstructing the traffic completely.

3

Assess the damage

- For insurance purposes **take photos of the accident** from as many different angles as possible.
- Take **close-up photos of any damage to your car and any other cars involved**.

4

Questions and answers

- Do not admit to or accept liability.
- Take down the following information from all other drivers involved in the accident as well as from people who witnessed the accident: **Full names and surnames, ID numbers, contact details, vehicle registration, description of the vehicles** (make, model and colour), Names and contact details of the police officials, paramedics and tow truck drivers
- Take down the following **details about your surroundings** such as the street name and suburb, time of the accident, road conditions and visibility
- Remember to also take **note of what happened immediately before and after** the accident, for example was the other driver drunk, talking on his/her cell or driving too fast.

5

Report the accident to the police

- **Report the accident to the police within 24 hours**. If you are injured or in hospital and cannot report the incident within 24 hours, do so as soon as you possibly can and explain why your report is delayed.
- Note: **It is an offence not to report** an accident in which another person has been injured or in which someone else's property has been damaged even if neither of the parties intends taking legal action.

6

Report the accident to your insurance company

- **Report the accident to your insurance company** and **submit a claim** where relevant.
- Note: Report the accident to your insurance company **even if you don't intend submitting a claim to them**. This is important because if you caused the accident another party involved in the accident may wish to make a claim against your policy.

Download
the app

Download the **Orange Assist App** for road and accident assist at the touch of a **button** and to **submit claims via the app**

24hr Assist Helpline:
0861 467 966