

## Your five-point checklist following an accident

1. Stay calm and make sure everyone is safe. Don't admit blame or apologise.
2. If there are injuries call **999** for an ambulance. If the other person leaves without giving details call **101** for the Police.
3. Make a note of the other person's details and any witnesses at the scene. Check the list below for the types of detail we mean. If possible, take pictures of the damage and the accident scene from several angles.
4. Report the incident to us on **0800 294 0790** as soon as possible. Even if there is no visible damage or injury we still need to know about the incident. Lines are open 9am to 5pm Monday to Friday. If it is outside of these hours, make sure you report the incident when the lines are next open.
5. If you're unable to move your scooter or powered wheelchair, call Motability Assist on **0800 953 5000** for support. They are available to help 24 hours a day, 365 days a year.

---

## Make a note of the following information about your accident

### Other person's details:

Full name

Phone number (home/mobile)

Email address

Date, time and location of the accident

Their insurer's name

Their insurance policy number

Police officer and police station (if applicable)

### If the person was driving a vehicle also make a note of the following:

Details of passengers in their vehicle

Vehicle make, model and colour

Vehicle registration number

### Witness' details:

Full name

Phone number (home/mobile)

Email address

Address

To report an accident, call RSA Motability on **0800 294 0790**.