

Keep me in your glove box



Claims & 24-hour Accident Support

0345 603 7872

Call us as soon as you're safe

esure

Car Insurance is underwritten by esure Insurance Limited, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration number 203350.

What to do if you have an accident

We've pulled together some useful information so you know exactly what to do in what could be a stressful time.

Please download this document, print it off and keep it safe in your car for handy reference.

CONTACT US

Please get in touch with us as soon as it's safe, to tell us you've had an accident – you'll need to inform us whether you want to make a claim or not – so we can help you consider your options.

Contact us as soon as possible by phone or online



Once you've checked everyone involved in the accident is safe, please call our friendly Claims Team on **0345 603 7872**



If yours was the only vehicle involved, you can also: Log in to **My Account** or go to 'Claim' on **esure.com**

What to do following an accident

Before you call us, please take a look at the checklist below. It gives some guidance and lists the kind of information you'll need to have to hand.

The more details you give us about the accident and other people involved, the more helpful it'll be.

- Remain at the scene of the accident, even if there's no visible damage or injury.
- Call the police if anyone's injured, or if another driver leaves the scene without stopping or exchanging details.

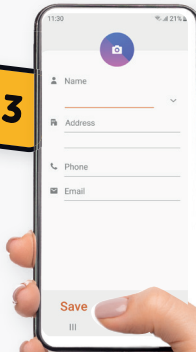
Gather details of anyone else involved:

- ☒ Name
- ☒ Address
- ☒ Telephone number
- ☒ Email address
- ☒ Registration number
- ☒ Insurance company name
- ☒ Policy number
- ☒ Number of passengers
- ☒ Any injuries
- ☒ Take note of where the accident happened
- ☒ Contact details of any witnesses

Take photos of the:

- ☒ Accident scene
- ☒ Position of all vehicles involved
- ☒ Damage of all vehicles involved

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Your questions answered – about making a claim

Please get in touch with us as soon as possible. That way, we can get you the right help and support – and get you back on the road as quickly as possible.

What happens once I've let you know about my accident?

Whether you call our Claims Team or go online, you'll be asked about the accident and have the opportunity to give us the information you've gathered. This will allow us to explain the next steps and the best options available to you – so you can decide if you want to make a claim or not.

What happens if I don't want to make a claim?

In essence, you simply notify us about your accident and give us information relating to it. In this case, you won't be charged any excess and we'll simply keep the accident details on file as a notification only.

What if I want to make a claim?

Once you've given us all the information relating to your accident, our Claims Team will do the rest. That's as well as let you know the best options to get you back on the road.