

# Making a new motor claim

## A handy checklist

These are the essential details we need to know about when a new motor claim is reported so that we can make accurate decisions around liability and get the claim moving straightaway:

### Driver Details

- Name
- Date of birth
- Policy number
- Contact telephone number (including mobile phone numbers)
- Driving licence details (including any convictions)

### Incident Details

- Date
- Time
- How it occurred
- Location
- Speed at point of impact

### Insured Vehicle Details

- Make, model and registration
- Description of damage
- Location of the vehicle (if it needs to be recovered)

### Third Party Details

- Name
- Contact details
- Vehicle make, model & registration number
- Insurer
- Policy number

### Injuries

- Contact details of any injured parties and details of injuries

### Witnesses

- Name (s)
- Contact details (if known)

### Any police involvement

- If yes, please provide PC name and appropriate reference number