

Motor Fleet Claims Assistance

If your vehicle is involved in any incident that may give rise to a claim under your Catlin Motor Insurance Policy please call **0800 066 5364**

To ensure your call is dealt with quickly and efficiently please have the following information available when calling:

- Your Insurance Certificate Number
- Policyholder Name
- Expiry Date of your Policy

If your vehicle is not drivable, we will arrange for it to be removed to a storage location. If your vehicle can still be driven we will instruct one of our approved repair specialist to contact you during working hours to arrange collection of your vehicle.

Where your vehicle is a private car, the repairer will provide you with a courtesy car at their discretion for use whilst repairs are carried out. There may be a charge for excess mileage and will be payable by you.

Advice to follow in the event of an accident

- Exchange names and addresses and insurance details including policy numbers of all other parties involved.
- Try to obtain the names and addresses of as many witnesses as possible.
- Note the names of the roads at the scene of the accident and if possible use a camera or mobile phone to capture images of the position of your car and of any other vehicles at the time of the collision, road conditions, traffic signs etc.
- If any person was injured in the accident, notify the Police immediately.
- DO NOT admit you were at fault and DO NOT give or offer money to any other party involved.
- All correspondence received from any party involved in the accident, any Police summons or hospital communication should be forwarded to us immediately and unanswered to:

Motor Claims Department
Catlin Insurance Company (UK) Ltd
P.O. Box 29
Cardiff
CF10 3YR

Windscreen repairs or replacement:

To arrange a glass repair or replacement window please call **0800 066 5364** and our claims team will arrange for a local service to attend to your needs.