

NON-FAULT ACCIDENT SUPPORT

Non-fault accident checklist

Everything to do, collect and say after an accident that wasn't your fault.

At the scene - first 10 minutes

- ☐ Stop, switch on hazard lights and check everyone for injuries.
- ☐ Call 999 if anyone is hurt, the road is blocked or the other driver leaves.
- ☐ Do not admit fault or agree who was to blame - stick to the facts.
- ☐ Move to a safe place if the vehicle is drivable and it is safe to do so.

Details to collect from the other driver

- ☐ Full name, address and contact number.
- ☐ Vehicle registration, make, model and colour.
- ☐ Insurance company name and policy number if offered.
- ☐ Whether they were the registered keeper or driving someone else's car.

Evidence to capture on your phone

- ☐ Wide photos showing both vehicles and their positions on the road.
- ☐ Close-up photos of every area of damage on both vehicles.
- ☐ Photos of road layout, signs, markings, skid marks and weather conditions.
- ☐ Dashcam footage saved and backed up straight away.
- ☐ Names and numbers of any independent witnesses.

Report it correctly

- ☐ Report to the police within 24 hours if details were not exchanged.
- ☐ Tell your insurer the accident happened, even for a non-fault claim.
- ☐ Note the date, time and reference number of every call you make.

Protect your non-fault position

- ☐ You do not have to use the other driver's insurer approved repairer.
- ☐ You can choose your own repairer for a non-fault repair.
- ☐ Ask for a like-for-like replacement vehicle while yours is off the road.
- ☐ Keep receipts for taxis, storage, recovery and any other out-of-pocket costs.

Book your repair with SAR Group

- ☐ Call 0117 427 0872 with your registration and accident date.
- ☐ We assess the damage and confirm the repair method for your vehicle.
- ☐ We arrange a replacement vehicle where appropriate.
- ☐ Manufacturer-standard repairs, fully inspected before handover.

NEXT STEP

Talk to a repair specialist today

Free guidance on your non-fault options, replacement vehicle and repair booking.

0117 427 0872

Your accident record

Date and time of accident

Location

Your vehicle registration

Other driver name

Other driver registration

Other driver insurer and policy number

Police reference number

Witness name and number
