

Keep me in your glove box



Claims & 24-hour Accident Support

0345 604 3570

Call us as soon as you're safe

Sheilas'
Wheels

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 in an accident – your handy guide

Having an accident can be a stressful time. That's why we've put together this quick guide, so you know what to do if the unexpected happens.

Please download it, print it off, then pop it somewhere safe in your car.



GET IN TOUCH ASAP

The moment it's safe to do so, please get in touch to tell us about your accident so you know what your options are. You'll need to let us know whether you want to make a claim or decide not to.

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 604 3570



If yours was the only vehicle involved, you can also:

Log in to **My Account** or go to 'Claim' on

sheilaswheels.com

What you'll need to do after an accident

The more info you can give to us about the accident and other people involved, the more helpful it'll be, so before you call us take a look at the checklist below.

- Stay at the scene of the accident (even if nothing appears to have been damaged or no one seems injured).
- If someone's injured, or if a driver leaves the scene without stopping or giving you their details – please call the police.

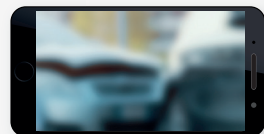
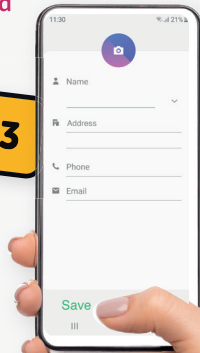
Then get as much info as you can about anyone else involved

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

If it's safe to do so, take photos of the:

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

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FAQs about making a claim

The most important thing to do is get in touch asap – so you can get the right help and support (and get back on your way as quick as poss, obviously).

After I've let you know about my accident, what happens then?

Whether you chat to one of our Claims Team or go online, you'll be asked to give details about your accident. We'll then be able to tell you what the next steps could be and what options are open to you – to help you decide whether you want to make a claim or not.

What do I do if I decide not to put in a claim?

Basically, you just need to let us know you've had an accident and give us any info you have about it. The good news is, you won't be charged any excess and we'll simply keep the accident details on file as a notification only.

How do I go about making a claim?

Once you've given us all the info you collected about your accident, our Claims Team will take things from there. They'll also let you know the best way to get back on the road.