

# Auto Claim

## THINGS TO KNOW When you are involved in a car accident

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Stop. If your vehicle is involved in an accident and you don't stop, you may be subject to criminal prosecution.



Call the police if anyone is injured, if the total damage to all the vehicles involved appears to be more than \$2,000, or you suspect that any of the other drivers involved are guilty of a Criminal Code offence (such as driving under the influence of drugs or alcohol). Follow the instructions given to you by the emergency operator. Police will arrive as soon as possible. Do not try to move anyone injured in the accident — you may aggravate their injuries.



If no one is injured and total damage to all the vehicles involved appears to be less than \$2,000, call a Collision Reporting Centre within 24 hours. These centres are police facilities created to assist motorists in reporting motor vehicle accidents. At the reporting centre you will complete a police report, and damage to the vehicle will be photographed. Visit: [www.accsupport.com](http://www.accsupport.com) to locate the Collision Reporting Centre nearest to you.



If it is safe to do so, get out of your car. If you have access to a digital camera or a cell phone, you should use it to take pictures of the scene.



When it is safe, move your vehicle to the side of the road, out of traffic. If your vehicle cannot be driven, turn on your hazard lights or use cones, warning triangles or flares, as appropriate.



Record information. The driver's name and driver's licence number; the date, time and location of the accident, the extent of any injuries; the number of passengers involved, if any; the extent of damage to the vehicle; your description of the accident; the names and driver's licence numbers of the other drivers, as well as the names of their insurance companies and their auto insurance policy numbers; the licence plate and vehicle identification numbers of the other vehicles; and the name and badge number of the investigating police officer, if the accident was reported to the police.



Call Regal Insurance Brokers or your insurance company as soon as possible after the accident. Inform them what happened and ask for next steps.



**We Value Your Feedback** After completing your claim, you may receive an email or phone call asking about your experience. The information you provide helps us improve our services to enhance your experience in the future. You can also provide feedback by contacting us at 1-800-516-6276 or by email at [mail@regalinsurance.com](mailto:mail@regalinsurance.com). We are committed to addressing your concerns in a timely manner.