



In the event of an accident...

- Keep calm - do not admit liability
- Call 999 if emergency services are needed
- Exchange names, addresses and insurance details
- Note everything you can - all witnesses, vehicles, locations, damage and accident circumstances
- Be sure to note the make, model, colour and registration number of every vehicle involved
- Draw a sketch of the scene - take photos if possible
- Remember to look out for other traffic around the accident particularly on busy highways
- Contact Spencer Hayes Insurance Assist on **0844 576 1561**

Other Drivers Name

Other Drivers Address

Other Drivers Contact Telephone Number

Other Drivers Vehicle and Insurance Details

Road Accident Specialists

Administered directly by Winn Solicitors Limited who are regulated by the Solicitors Regulation Authority
WINNsolicitors

Brinkburn Street, Byker, Newcastle upon Tyne NE6 1PL
email solicitors@winn solicitors.com



Accident Assist



Full Accident Management Service

Customer Benefits

General Customer Benefits

- Full Claims Accident Management Service for all incidents
- Report made to motor insurer as required
- Internet view of file

Non Fault Benefits

- No excess to pay
- Vehicles assessed by fully qualified independent engineers
- Replacement like for like vehicle
- No up front costs
- No Win No Fee
- Injury and other losses claimed
- Assessment and treatment arranged

Claimline 0844 576 1561

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Should you be involved in any accident or need to report any incident, including theft or damage to your vehicle, one call to Spencer Hayes Insurance Assist and we will help you with all aspects of your claim.

We will arrange to report the incident to your insurance company and where necessary liaise with all parties involved including third party insurance companies, engineers, repairers etc.

If the incident was not your fault, we can subject to assessment, arrange for repairs to be authorised to your chosen repairer and also arrange for a replacement like for like vehicle. The vehicle will be delivered and collected from your home address. If repairs are authorised and arranged by us you will have no excess to pay.

In the event of a non-fault accident, Spencer Hayes Insurance Assist will appoint a qualified specialist solicitor to pursue any injuries suffered to you and your passengers. The solicitor appointed will be fully committed to settling your claim on the best terms possible.



Replacement Vehicle Service

Our network of replacement vehicle suppliers have access to over 35,000 vehicles across the UK. Vehicles include private cars, commercial vehicles, taxis and motorcycles and can be delivered to your home address or collected from one of over 300 local depots nationwide.

Vehicle Repair Service

Repairs to your vehicle, subject to assessment, can be authorised to your own chosen repairer. If authorised by us, you will not be required to pay any excess to the repairer upon completion of the repairs.

Litigation Service

Should legal proceedings be deemed necessary to achieve the appropriate settlement, Spencer Hayes Insurance Assist will instruct a suitably qualified solicitor to deal with this on your behalf.

Regulation

Spencer Hayes Insurance Assist is administered by WINN Solicitors Limited. WINN Solicitors Limited is regulated by the Solicitors Regulation Authority and are members of the Motor Accident Solicitors Society (MASS), the Personal Injury Panel (PIP) and the Association of Personal Injury Lawyers (APIL).



KeyReturnService

In addition to our Accident Management Service you will also receive the benefit of our free Key Return Service. In the unfortunate event that your keys are lost or stolen, if found we can arrange to have them returned to you at no cost. The attached key tag will also ensure that you will always have the claimline number to hand.

To start using the service, simply attach the key tag to your keys and register brief details online free at www.keyreturnservice.com

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