

What to do if an accident has just happened.

- 1** Stop and switch on the warning flasher.
- 2** Keep calm.
Do not leave the accident scene.
Assess the situation.
What happened? Who is involved?
Secure the accident site.
- 3** Place the warning triangle at least 50 m back from the accident, at least 100 m back on motorways.
- 4** Protect yourself from danger and get injured persons out of the danger zone.
- 5** Notify the emergency services and give first aid.

General emergencies (EU and CH) **112**

Police (CH) **117**

Ambulance (CH) **144**

Fire brigade (CH) **118**

Accidents/ claims adjustment.

How to proceed after an accident.

- 1** Record the facts of the accident in writing using the European accident statement form, and note down the full particulars of all the persons directly involved in the accident, and of the witnesses. Ask to see their ID cards.
- 2** Have the European accident statement form signed by all persons involved in the accident.
- 3** Insist on notifying the police if the situation is unclear. Always call the police if someone is injured. Write down the name and station of the police officer at the scene.
- 4** Report the damage to us by telephone. Within two days, send us the duly completed European accident statement form or a LeasePlan damage report form.
- 5** Do not have any repair work carried out on the vehicle before consulting with LeasePlan (Switzerland) AG. The repair order can only be placed by LeasePlan.

Our claims management service provides swift and efficient help. The LeasePlan Assistance telephone staff will take your calls around the clock.

Accidents/ claims adjustment.

How LeasePlan will help you.

- 1** If your vehicle remains roadworthy following an accident, we will give you the address of the nearest bodywork partner. You can make the necessary arrangements directly with that garage. Always show your Travel Card.
- 2** If the vehicle is not roadworthy, we will have it transported to the nearest bodywork partner. Our hire car service will also organise a replacement vehicle for the duration of the repair work.
- 3** Our partner gives us a cost estimate for the repair work, which will be carried out once we have checked it and given the go-ahead. If necessary we will ask an outside expert to inspect the damage.
- 4** If third parties are involved in the accident we will also notify your third-party liability insurance company.