

What to do in the event of an accident.

Basic guidance notes.

Do

- Make a note of what happened to you while it is still fresh in your mind;
- Record the exact time and date of the accident;
- Exchange details with the other party, including insurance details where possible;
- Obtain details of witnesses;
- Take photographs where possible;
- Report the matter to your insurers (or your supervisor/manager for accidents at work);
- Seek immediate medical attention;
- Record details of your injury and any ongoing symptoms in a 'pain diary';
- Make a record of expenses you incur such as travel, medication;
- Keep receipts;
- Make a note of anyone who gives you care and assistance in your home;
- Seek welfare advice if you lose wages;
- Keep a note of any lost earnings;
- If you experience difficulties at work seek advice from an employment lawyer (see our Civil Litigation: employment advice section);

Do not:

- Accept responsibility for an accident without first obtaining legal advice;
- Accept any form of compensation or sign any acceptance without legal advice;
- Forget to accurately record the accident date.

In dealing with your successful claim **we can guarantee:**

- You will receive 100% compensation
- No cost or expense will be payable by you
- A professional, supportive and friendly service
- Impartial and prompt expert legal advice

There are strict time limits for pursuing claims so please contact our legal advice helpline on **0800 169 7788** as soon as you can, or alternatively complete our **claim form** and a member of our staff will contact you within **24 hours**.