

# Accident management

Eqstra is here to assist you in the event of an accident.

Please display the enclosed “do not tow” sticker predominantly on your vehicle. If you are involved in an accident, please call us or make use of the emergency or call-back buttons on our driver app.

For non-driveable vehicles, contact the contact centre immediately or use our driver app to log the incident for us to dispatch a towing service. Never allow any other towing agents or persons to remove the vehicle. Eqstra will arrange safe transport for you and your passengers.

For driveable vehicles, report and log the accident as soon as possible to Eqstra to ensure no delays in the repair process and at least within 30 days of the incident as per standard insurance requirements, or you run the risk of repudiation of the claim by your insurer. Eqstra’s contact centre agents are here to assist you 24/7 on:

**0861 377872 (0861 EQSTRA)**

## Updating your driver details

To ensure a full-service experience, please update your driver details using the driver details update functionality on our driver app.

## Download our Fleet App



Visit us at [www.eqstra.co.za](http://www.eqstra.co.za)

Eqstra will manage the entire repair process from selecting the repairer to the end of the repair, to the vehicle being released back to you. Experienced Eqstra agents will take your call, or respond to an incident logged on our app:

- You will be issued a unique case number to be used in all correspondence.
- Arrange and manage towing services.
- Ensure safe and secure vehicle storage, if necessary.
- Manage all phases of repairing your vehicle, from quotes to assessments and final repair.

Do not move the vehicle if

- any person is injured; or
- you feel it is unsafe to do so.

Your responsibilities:

- Seek necessary medical attention.
- Never admit liability.
- Obtain the names and IDs, addresses, registration numbers, and telephone numbers of the parties involved.
- Obtain details from independent witnesses (names, addresses and telephone numbers).
- Take photographs of the vehicles and scene on your phone or via the Eqstra driver app if it is safe to do so.
- Report the incident to the authorities within 24 hours where a third party is involved and obtain a case number.
- Fully complete the Eqstra claim form that will be sent to you and provide the requested documents to Eqstra.

Not following these steps could result in the disqualification of your claim against your company insurance.