Optional

Accident Procedures

Step-by-Step Guide for Emergency Situations

5

Immediate Actions

Priority: Safety First

Your safety and the safety of your passengers are the top priority. Follow these steps in order.

1 **Check for Injuries**

Assess yourself and passengers for injuries. Call emergency services if needed.

2 **Move to Safety**

If possible, move vehicle to a safe location. Turn on hazard lights.

3 **Contact Swift! Support**

Use Live Chat support immediately to report the incident.

4 **Exchange Information**

Collect details from all parties involved.

5 **Document the Scene**

Take photos and notes of the incident.

Required Documentation

Collect from Other Party

✓ Full name and contact details

✓ Vehicle registration number

✓ Insurance information

✓ Driver's license number

✓ Vehicle make and model

Scene Documentation

✓ Accident location details

✓ Time and date

✓ Weather conditions

✓ Road conditions

✓ Witness contact details

Required Photos

✓ Entire accident scene from multiple angles

✓ Damage to all vehicles involved

✓ License plates of all vehicles

✓ Skid marks or debris on road

✓ Traffic signs or signals

✓ Road conditions and surroundings

Communication Protocol

Important Guidelines

✓ Do not admit fault or liability

✓ Remain calm and professional

✓ Only discuss facts with authorities

✓ Direct all queries to Swift! support

Support Communication

- ✓ Use Live Chat for immediate support
- ✓ Follow support team instructions
- ✓ Provide regular updates
- ✓ Document all communication

Passenger Communication

- ✓ Ensure passenger well-being
- ✓ Provide Swift! support contacts
- ✓ Document passenger statements
- ✓ Follow up through platform

Follow-up Procedures

1 **File Police Report**
Obtain case number and officer's details

2 **Submit Documentation**
Upload all photos and documents to Swift! platform

3 **Insurance Notification**
Contact your insurance provider with details

4 **Vehicle Assessment**

Get professional damage assessment if needed

Emergency Contacts

Primary Contact

Live Chat Support (Available 24/7)

Secondary Contact

Email: security@swiift.co.za

Emergency Services

✓ Police: 10111

✓ Ambulance: 10177

✓ Fire Department: 10177