

what to do after a crash

Step one

If anyone's injured, call 911.

Move the vehicles off the road if it's safe to do so.

Avoid discussing who's at fault for the crash.

Step two

Get details.* Record the following for all the vehicles and drivers involved in the crash:

- driver's name, licence number, province/state and contact info
- licence plate and year, make and model of vehicle
- insurance details if the vehicle isn't from B.C.

**You may also need to provide this information to the police.*

Step three

See if there were any witnesses. Record their names and contact info.

Step four

Describe the crash scene (if possible take photos or use the diagram on the back):

- What were the date, time and location?
- What were the weather and road conditions?
- What direction were each of you travelling?
- Where was your vehicle and what lane were you using?
- Where was the other vehicle?

Step five

Report your claim online at [icbc.com](https://www.icbc.com) or call **Dial-a-Claim**:

604-520-8222 (Lower Mainland)

1-800-910-4222 (elsewhere in B.C., Canada or U.S.)

Translation services available.

When you're ready to select a repair shop, find one near you on [icbc.com](https://www.icbc.com). ICBC has accredited more than 400 auto body shops throughout B.C. By taking your vehicle to an ICBC **c.a.r. shop** or **c.a.r. shop VALET** facility, your repairs are guaranteed for as long as you own your vehicle.



[icbc.com](https://www.icbc.com)

crash scene **details**

date _____ time _____ a.m. p.m.

location _____

weather and road conditions _____

Other vehicle(s)

year _____ make _____ model _____

licence plate number _____ driver's licence number _____

driver's name _____ telephone _____

other insurance company and policy number (if not ICBC)

Witness info

name _____ telephone _____

name _____ telephone _____

Use diagram below to tell us what happened.

