

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

Record the following for all vehicles and drivers involved in the crash:

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

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

Step three

Look for witnesses. Record their names and contact information.

Step four

Describe the crash scene:

- What was 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 and what lane was it in?

If possible, take photos of the crash scene and all vehicles involved, including their licence plates and the damage. You can also use the diagram on the back of this card.

Step five

Report your claim.

Online: **icbc.com/report**

By phone: **604-520-8222** (Lower Mainland)

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

Translation services available.

When you're ready to select a repair shop, find one near you on icbc.com. By taking your vehicle to one of ICBC's Repair Network partners, your repairs are guaranteed for as long as you own your vehicle.



Crash scene details

Date _____ Time _____ a.m. p.m.

Location _____

Weather and road conditions _____

Other vehicle

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 the diagram below to illustrate what happened.

