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How to Report a Motor Claim Online
(Fleet Users)

1 To start, scan the QR Code **or** visit the following:
www.bridgeinsurance.com/corporate/bridge-claims

This will take you into the Bridge website to choose whether to report a 'property' or 'motor' claim. This can be done from any device which connects to the internet, eg. phone, tablet or laptop.

2

Claimant

Please select who you are in relation to the claim:

Who are you?	I am the Driver ⌄
Email Address This email address will receive a PDF copy of the claim	

The first screen asks who you are:

- **Driver**
- **Transport manager**
- **Employee of Bridge Insurance Brokers**
- **Employee of the client**

Choose whichever is most appropriate. It will then give you a dropdown to type in an email address – this is the person who will receive a PDF copy of the form when completed – it does not need to be you, it could be your manager or other relevant person who deals

3

Policy Number (if known)	
Client ref number	
Company Name	
Occupation	

- The next screen asks for client and your details.

- If you have been given a client ref number by your employer, it is **essential** that you use this.

- "*Company Name*" is that of your employer

④

Incident Details
Please capture as much information as possible

Date of incident*	dd/mm/yyyy 📅
Time of incident*	--:-- 🕐

GPS Coordinates

View Map

Incident Address Line 1	
Incident Address Line 2	
Postcode	
Specific location details	
Please best describe the location where the incident occured	

Back   Next

- Incident details are next, these can be entered manually or by clicking on the calendar/clock at the end of the boxes.

- There are two ways of entering the location, either use the '*view map*' for GPS coordinates, or by free-typing the address. The specific location details box is to type in anything to make it easier for the handlers to know the exact spot, such as '*Outside McDonalds*'.
  Please feel free to use What Three Words references if you find this easier.

⑤

Police Attending

Did police attend?   ○ Yes   ○ No

Back   Next

- The next screens are for witnesses/third parties and Police.
  Clicking '*Yes*' on any of these screens will drop down additional boxes for details.

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Own Vehicle

Vehicle Registration*   AB12 XYZ   Lookup

Upload image
Upload images of own vehicle   Choose files   No file chosen   Upload

Upload video
Upload video of own vehicle.
Please note that in base of the size the video can take a few minutes to upload.   Choose files   No file chosen   Upload

- It's now time to enter your vehicle details.

- After adding your vehicle reg. number, click the '*lookup'* button at the end, this will complete a DVLA search and find the make/model of the vehicle which you confirm/reject.

- Any images you have taken can then be uploaded.

- Please select '*vehicle type*'.
  After doing so, an additional field of '*Add the first damage description appears'* – please use this to provide as much detail as possible about the damage to your vehicle.

- The remaining screens request any images you may have of the scene, details of the incident itself and for various policy validation information which Insurers request.

- There is a box at the end for you to add any information you feel may be relevant to your claim. Where you have the microphone symbol on your phone, this works for data entry.

Need assistance?

Following submission of your claim if you think of anything else you need to add or wish to make any amendments, please do not submit a further form. Either speak to your manager, email claimsenquiries@bridgeinsurance.co.uk or call 0161 236 6969 and ask to speak to a member of the claims team.

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