




How to Report a Motor Claim Online (Fleet Users)

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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.

 Where you have the microphone symbol on your device; this works for data entry.

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

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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

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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 occurred

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.

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Police Attending

Did police attend?

Yes No

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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/video of damage to your vehicle that 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.

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Photos of Incident

Please upload photographs/videos from the scene that you think are relevant, e.g. road signs, road markings, junctions, overall area.

Upload image

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

What Happened

Weather Conditions

Please select...



Please describe what happened

- These two screens request any images or videos you may have of the scene, along with details of the incident itself.

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Do you have any video footage of the incident? Yes No

Do you have any telematics data during the incident? Yes No

Do you have any driving convictions including pending? Yes No

Do you have any medical conditions reportable to DVLA? Yes No

Any previous accidents in the last 5 years? Yes No

Below is an additional area to include any notes you feel are relevant to the claim.

- This screen requests various information including some important policy validation questions which Insurers need to set up the claim
- 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.
- Please note that only questions with a * are compulsory, so please do not worry if you do not have all of the information to hand. It is much better to report the claim quickly than wait until you have everything.

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.