



TOYOTA



Expert Accident Assistance Compliments of Toyota

Freephone

0800 246 834

The only accident assistance that reflects Toyota expertise

Like our cars, the free Toyota Accident Assistance service is designed to perform perfectly. No matter what.

From the word go you are dealing with Toyota experts. The only people who can honestly claim to know your car down to the finest detail.

Our service is 100% Toyota and is the only scheme designed exclusively for Toyota owners. It is available to you regardless of whether or not you're Toyota insured. Regardless of the age of your car.

Toyota Accident Assistance is free and available 24 hours a day, every day of the year to assist all Toyota drivers.

We offer you a courtesy car

We try to make sure you are not stuck without a car. While your repairs are being carried out, we will provide you with a courtesy car whenever it is possible.

We do all the paperwork

Our Incident Manager will give you expert advice with your insurance claim and handle all the paperwork resulting from your accident.

Toyota Accident Assistance goes the extra mile

We have everything in place to ensure that an accident causes the minimum disruption to your life. Your Toyota will be returned to you in perfect shape and working order, as quickly and painlessly as possible.

We guarantee approved repairs and genuine Toyota parts

Rest assured your car will be fitted with Toyota genuine parts and that all work will be carried out by expert Toyota technicians. Your repair is carried out to the highest standards and all workmanship is guaranteed for three years.



The advantages of Toyota Accident Assistance are clear

Instead of your insurance company taking control, you get to decide your preferred, most conveniently located Toyota Approved Repairer.

You have an absolute guarantee that your car is looked after by expertly trained Toyota technicians, using the latest technology and equipment, and using Toyota genuine parts. You can rely on getting true value for money and the professional standard of service you'd expect from Toyota. Being the Toyota experts we know how to get you safely back behind the wheel of your perfectly restored Toyota with the minimum hassle.

When to call Toyota Accident Assistance

Whether it is a case of a few scratches or more extensive damage, Freephone 0800 246 834 at any time. Then take a back seat and hand over all the hassle to our team of Toyota experts.



You have an accident.

Typically, it's the wrong time and the wrong place.

And you are understandably stressed.

We are close at hand when you need us most. From the moment you call our Freephone number, our team of Toyota experts are on the case. Our professionally trained Incident Managers will co-ordinate every detail for you. They will organise repairs through a Toyota Approved Repairer and keep you informed of progress every step of the way.

Freephone 24 hours a day, 7 days a week.

If you are unfortunate enough to have an accident, simply Freephone 0800 246 834 and we'll take care of all the headaches. From passing on messages to your family or business, to organising any necessary repairs.

We organise recovery and repair

If your car is unsafe to drive after an accident, our Incident Manager will make arrangements for it to be taken to your preferred Toyota Approved Repairer. If your car is damaged but safe to drive, we'll arrange a time with you for the repairs to be made at the Toyota Approved Repairer most convenient to your home or business.

What to do at the scene of an accident

Please follow the procedures listed below and complete the forms attached to this leaflet. This ensures you comply with the law and that any accident will be handled and recorded as quickly and efficiently as possible.

- Pull over to a safe place
- Warn other motorists of any hazards that could cause another accident
- Stay calm and offer help to anyone that needs it. If necessary call 999 for an ambulance to provide medical attention
- Report the accident to the police if anyone is injured or if others refuse to co-operate and exchange details
- Do not admit liability or sign any statement admitting responsibility
- Call Freephone Toyota Accident Assistance on 0800 246 834
- Using the attached forms, make notes of the time, date, scene of the accident and details of other drivers and witnesses
- Preserve any evidence of the accident. Remember that traces left by the accident should not be removed or covered until what has happened has been established and recorded
- Use the attached forms to make a sketch of the accident scene, indicating relevant damage and position of vehicles
- Check your vehicle is safe before driving off

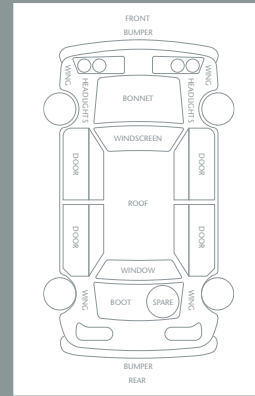
Damage to your vehicle

[to be completed in the event of an accident]

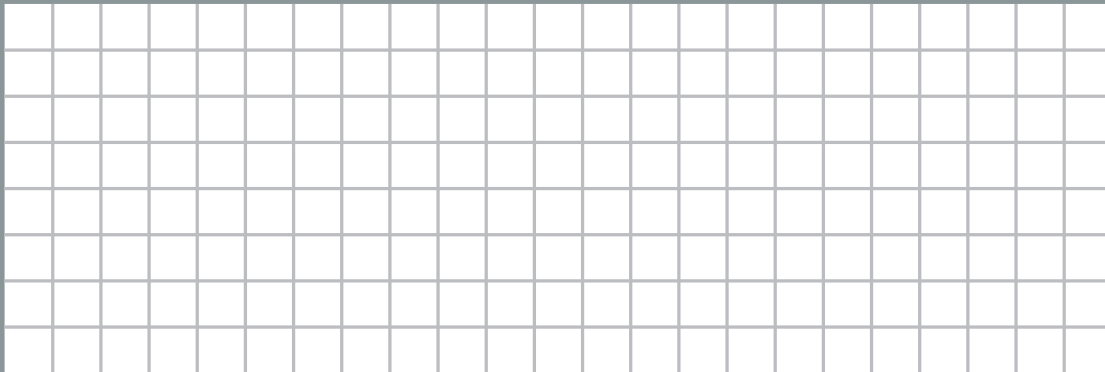
Reg No.

Brief list of damaged parts of vehicle

- 1
- 2
- 3
- 4



Sketch of accident scene



Pass this section to the other party

Retain this section

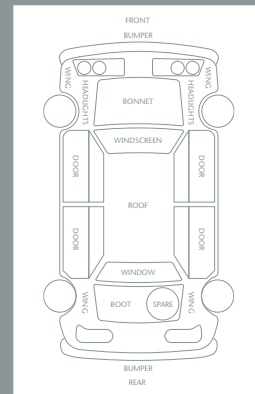
Damage to other party's vehicle

[to be completed in the event of an accident]

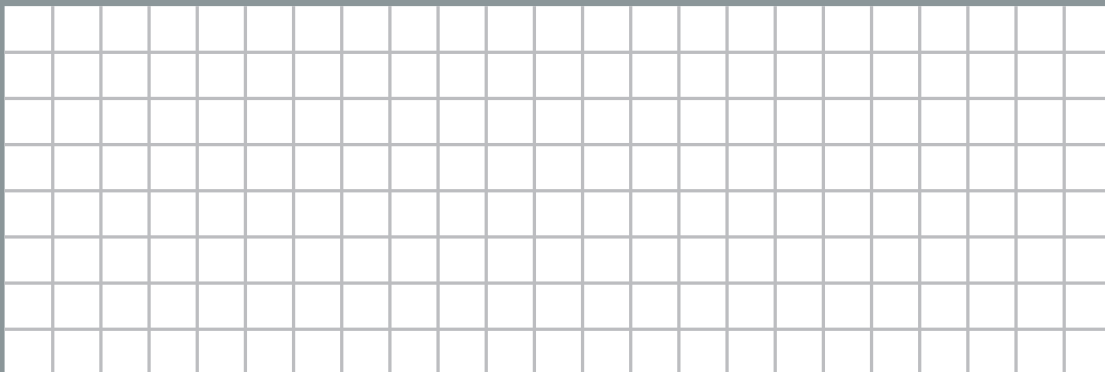
Reg No.

Brief list of damaged parts of vehicle

- 1
- 2
- 3
- 4



Sketch of accident scene



Contact details

[to be completed in the event of an accident]

Your details

Mr / Mrs / Miss / Ms [delete as appropriate] Other

Name

Address

Telephone Mobile No.

Insurance details

Insurers name

Telephone Policy No.

Pass this section to the other party

Retain this section

Other party details

Mr / Mrs / Miss / Ms [delete as appropriate] Other

Name

Address

Telephone Mobile No.

Insurance details

Insurers name

Telephone Policy No.

Accident details

Location

Date / / Time am/pm [delete as appropriate]

Witnesses

Name Telephone

Name Telephone