



the detea

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FREE STATE PROVINCE

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CONSUMER PROTECTION OFFICE

TIPS ON WHAT TO DO IN A CASE OF AN ACCIDENT

Whenever an accident has taken place (seriously or mild), there are however certain things that the consumers must do or not do. Majority of these things are common sense but, as accidents emotionally upset people, it is in this light to get acquainted to know what to do in advance.

Things that should be done

1. If somebody is killed / seriously injured, the South African Police Services (SAPS) / Traffic Officers should be called to the scene as soon as possible.
2. Cars / vehicles involved in an accident must / should not be moved an inch unless ordered to do so by either the SAPS or the Traffic Officers; but in such an accident if of such a nature that it is blocking traffic, then the vehicles should be moved to a safer location or spot subject to the road being marked distinctively. **You are however advised not to do this yourself.**
3. Drivers of the vehicles involved in an accident must provide the following: -
 - a) Full names, residential and post office address.
 - b) Home and business / work telephone numbers including the cellular telephone number.
 - c) Driver's licence and vehicle registration numbers.
 - d) Names, addresses and telephone numbers of the insurance companies.
 - e) The make, models and years of the vehicles.
 - f) **Most importantly;** names, addresses and telephone numbers of witnesses (as well as their vehicles' registration numbers if applicable).
4. A brief / short and concise description of how the accident occurred, which should be accompanied by a small sketched plan including the following: -
 - a) The approximate width of the road.
 - b) Position of traffic lights and intersection if applicable.
 - c) Position of the cars **before** they crashed, position of cars **when** they crashed, position of cars **after** they crashed.
 - d) Direction of cars in which they were travelling.
5. The accident has to be reported to the nearest police station **within 24 hours** as well as to the insurance company concerned **within 30 days**.
6. Should your vehicle not be insured and has been damaged, you are advised to get **at least 3 quotations** from pane beaters, as this will be to your advantage should the other driver dispute paying your damages.
7. **DO NOT SIGN ANYTHING WHATSOEVER** at the scene of an accident as this may be to your detriment at the end of the day.