First steps

• So it unfortunately happend. You`re involved in an accident with your vehicle.
• The first thing suggested is to stay calm and catch a berath. Turn your hazard lights on and check if you`re unharmed.
• Once you feel secure put on your high visibility vest and go ahead.

Secure the accident scene

• Install the breakdown triangle
  - urban areas: 50m
  - fast traffic areas: about 100m
  - Autobahn: about 150m to 400m
• Please always mind your personal security
• Ask witnesses to remain for statements to the police

Render first aid

• If possible please get injured personas out of the hazardous area
• Call 112 for emergency medical service
• Render first aid until the paramedics arrive

Call 110 for Police if...

... a person is injured
... a high value claim (starting from 1.500 euros) just happend
... the other party is leaving the accident scene unauthorized
... if the question of fault is not clear
... if you assume a criminal offense (DUI, simulated accident, etc.)
... an vehicle without a European license plate or missing coverage participates

Perpetuate evidence

• Note down addresses of witnesses
• Take pictures of the accident scene or draw a sketch of it
• Mark the exact position of the vehicles with chalk

Note down the most important information of the third party

• License plate number
• Name and adress (Driver license or ID)
• Name of the insurance company and the policy number
• If third party does not want to give you the insursance information you can find it out by calling 0180 25026 if you tell them the license plate number
• Issue an accident report
• No early plea of guilty

Report the accident to the insurance company

• If you caused full comprehensive claim you have to report it to your own insurance company

Special accident scene

• Accident with objects of all kind (parked car, guardrail, lantern, tree, etc.)
  - Contact the aggrieved party
  - Remain at accident scene for an appropriate time (at least 30 min) in case of somebody returning (e.g. to his car)
  - Call the police

• Accident with animals
  - Mark the accident scene & call the polie
  - Do not touch the animal & keep distance
  - Do not clean car from marks
  - Call a veterinary paramedic (additional if accident with a pet)
  - Try to contact the owner (additional if accident with a pet)