

## WHAT HAPPENS NEXT?

We're sorry to hear that you have been involved in an accident and hope that you and everyone else involved were unharmed.

You may be wondering what happens next, particularly given the current COVID-19 outbreak. But don't worry, we're still here to support and guide you through the next stage of your claim.

We appreciate that even in the current climate, you do not want to experience any delays with your claim so we are doing all we can to ensure we continue to progress this for you during this time.

To protect both our engineers and our customers, we have temporarily suspended any physical vehicle inspections. However, we will still continue to assess any vehicle damages through desktop inspections to make sure we move your claim along swiftly and get you back out on the road as soon as we can.

### DESKTOP INSPECTIONS EXPLAINED

You may be questioning how we can still do this remotely without an engineer physically going out to inspect your vehicle. Our high-skilled and experienced engineers will use a wide array of technology, alongside any images you can provide us with to make an assessment of the damage.

In doing so, we can provide confirmation on if your vehicle is deemed a total loss or if it can be repaired and what it will cost to do so.

### HOW YOU CAN HELP US PROGRESS YOUR CLAIM

In order to progress your claim promptly, we ask that you send to us any photographic evidence of your vehicle (including any damage). We have provided some guidance on how best to do this within this document.

### YOUR DASHBOARD

Please ensure your engine is running when you take the picture. This allows us to see any details on your mileage display.

### FRONT OF THE VEHICLE

This allows us to identify the vehicle. Please take a photo from an approximate distance of three metres.

### THE VIN NUMBER

This is your Vehicle Identification Number. It is 17 characters long, consists of both digits and upper-case letters and is unique to your own vehicle. Typically this is found on your dashboard or on the driver's side door.

### NEAR SIDE FRONT CORNER

Please take a photo from an approximate distance of three metres.

### OFF SIDE FRONT CORNER

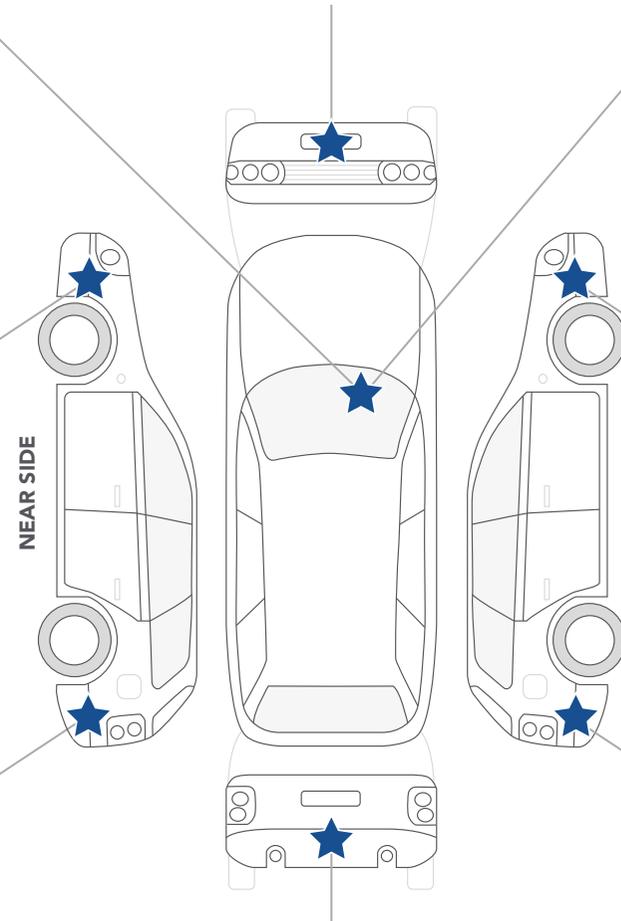
Please take a photo from an approximate distance of three metres.

### NEAR SIDE REAR CORNER

Please take a photo from an approximate distance of three metres.

### OFF SIDE REAR CORNER

Please take a photo from an approximate distance of three metres.



### REAR OF THE VEHICLE

This allows us to identify the vehicle. Please take a photo from an approximate distance of three metres.



### ANY OTHER RELEVANT IMAGES

Please send to us any other images that show any damage sustained to your vehicle to support your claim. These could be a mixture of pictures taken up close and also from a distance.

# HAVE A QUESTION?

We've listed below the answers to some common questions we receive from our customers at this stage in the claim:

## Q. HOW SHOULD I SEND THROUGH ANY PICTURES?

**A.** The easiest way to send any images through to us is to upload them into the Customer Portal. You can access this using the link and unique log-in details we previously sent to you. Alternatively you can email them to us at [claims@kindertons.co.uk](mailto:claims@kindertons.co.uk) (quoting your 7-digit reference number).

## Q. WHAT IS THE MAXIMUM EMAIL SIZE THAT I SHOULD SEND THESE IN TO MAKE SURE THEY ARRIVE?

**A.** 10MB is generally the maximum size for any emails to ensure that they reach us. You can also send multiple emails to us to make sure that they deliver. Alternatively, you can upload the images to the Customer Portal.

## Q. WHERE CAN I FIND THE VIN NUMBER ON MY VEHICLE?

**A.** The VIN or Chassis Number can be found on the dashboard, driver's side door (where the door latches when it's closed) or on the Vehicle Registration Certificate (VRC).

## Q. HOW DO I KNOW THE DIFFERENCE BETWEEN THE 'NEAR SIDE' AND 'OFF SIDE'?

**A.** The 'near side' is the side of the vehicle closest to the curb when you are driving the vehicle (left-hand side). We've also marked this for you on the illustration overleaf for ease.

## Q. WHAT HAPPENS IF THE IMAGES I SEND THROUGH ARE NOT GOOD ENOUGH QUALITY?

**A.** Don't worry. If the engineer needs further information, they will contact you directly and guide you through how to capture any other images to assist them with their inspection of your vehicle.

## Q. I HAVE A QUESTION THAT ISN'T LISTED HERE.

**A.** That's not a problem. You can email us at [claims@kindertons.co.uk](mailto:claims@kindertons.co.uk) (quoting your 7-digit reference number), or talk to us through our App or through Live Chat at [www.kindertons.co.uk](http://www.kindertons.co.uk)

CONTINUING  
TO GO THE  
DISTANCE SO  
YOU CAN  
KEEP YOURS