

MOTOR ACCIDENT CLAIM FORM



Thank you for taking time to fill this form. Fidelity Shield Insurance Company Limited is committed to processing your personal information according to the provisions of the Data Protection Act, 2019. Please take time to carefully read the Privacy Notice attached at the end of this form before filling in your details for more details about how we collect, use and safeguard your personal information.

Agency _____

IMPORTANT NOTICE

1. No liability under the policy is admitted by Issue of this form.
2. Neither Owner nor Driver must admit fault or liability for this Accident.
3. Do not answer communications about this Accident but send them to the Insurers for consideration.
4. All questions on this form must be answered.
5. Repairs must not be authorised without prior authority of the Insurers.

POLICYHOLDER

Name _____ Tel. No. _____

Address _____ Business/Occupation _____

Email Address _____

Policy Number _____ Expiry Date ____/____/____

NAME OF HIRE PURCHASE OR FINANCE COMPANY _____

VEHICLE

Reg. No. of Vehicle _____ Make & Model _____

Name and Address of Owner _____

USE

State the exact purpose for which the vehicle was being used at the time of the accident.

COMMERCIAL VEHICLE

Description of goods being carried _____

Name of Owner of goods _____ was a trailer attached _____

Weight of load on (a) Vehicle _____ (b) Trailer(s) _____

DRIVER

Name _____ Occupation _____ Actual Date of Birth: ____/____/____

Address _____ Tel. No. _____ Relationship _____

Is he employed by you? _____ How long has he been in your service? _____

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Was he driving with your permission? _____ How long has he been driving Motor Vehicles? _____

Does he hold a full or provisional license to drive this vehicle? _____

If full, state date when driving test first passed _____ Number _____ Does he own a Motor Vehicle? _____

If so, give Name and Address of Insurer _____

Driver's Policy No. _____

ACCIDENT

Date ____/____/____ Time: a.m./p.m. _____ Place? _____

Type of road surface _____ Visibility Wet or Dry _____

What lights were showing on your vehicle? _____

What warning did your driver give? _____ Estimated speed before accident _____

Weather conditions _____

Did Police take particulars? _____ If so, give Constable's Number and Station _____

Have you had previous accidents? _____ If so, Dates _____

**Attach copy Notice of Intended Prosecution if any*

STATEMENT BY DRIVER: (or Attach Separate)

STATEMENT BY OWNER OR POLICYHOLDER: (or Attach Separate)

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PLAN OF ACCIDENT:

Draw sketch (*stating approximate measurements*) showing position of vehicles and persons concerned and the direction in which they were travelling. Also show type and position of traffic signs, skid marks, pedestrian crossings and any other relevant information

DAMAGE TO INSURED VEHICLE

State briefly apparent damage _____

(In all cases where your vehicle is damaged and you are entitled to claim under your policy. Please send at once to the insurers an estimate for repairs)

Repairer's Name and Address _____ Tel No. _____

Is the vehicle still in use? _____ When and where can it be inspected? _____

PERSONS INJURED				
	Name	Relationship	Apparent Injuries	Contact
1.				
2.				
3.				
4.				
5.				

OTHER VEHICLES INVOLVED AND PROPERTY DAMAGED			
	Reg. No/Description	Owner/Driver	Insurer
1.			
2.			
3.			

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	Name	Address	Tel No./Address
1.			
2.			

PASSENGERS IN YOUR VEHICLE			
	Name	Relationship	Tel No./Address
1.			
2.			
3.			
4.			

DECLARATION

I DECLARE that these particulars are true and correct and undertake to forward immediately (*and unanswered*) any correspondence relating to this accident.

I hereby declare to the best of my knowledge, that the personal information provided in this form is true, complete, and accurate. I will immediately inform the Company in writing of any changes to the information or details provided in this form.

Signature of Agent/Broker/Authorized
Officer if Corporate Body _____

Stamp

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Head Office - Nairobi

Fidelity Insurance Centre, Waridi Lane, off Waiyaki Way
P. O. Box 47435 - 00100 GPO, Nairobi
T: +254 (0)20 4225 000
M: 0700 988 000 0733 620 001

Nairobi CBD

Transnational Plaza, 8th Floor, Mama Ngina Street
P. O. Box 47435 - 00100 GPO, Nairobi
T: 0702 420 747. 0732 808 089

Mombasa

Fidelity Shield Insurance House, Kaunda Street
P. O. Box 90103 - 80100, Mombasa
T: 0727 102 482. 0733 620 001

Eldoret

Zion Mall, 1st floor, Uganda Road
P. O. Box 7877 - 30100, Eldoret
T: 0718 406 365

Kisumu

Kenya Re Plaza, Shop Unit 2, Block B
Oginga Odinga Street
P. O. Box 2243 - 40100, Kisumu
T: 0728 606 510

Nakuru

West Side Mall, 3rd Floor, Kenyatta Lane
P. O. Box 18622 - 20100, Nakuru
T: 0710 577 947. 0733 620 005

Thika

Twin Oak Plaza, 4th floor, Kwame Nkurumah Street
P. O. Box 6283 - 01000, Thika
T: 0709 988 800. 0733 620 001

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Fidelity Shield Insurance Company would, on occasion, like to keep you updated about its products and services which it considers may interest you.

Please tick any of these boxes indicating how you wish to receive our updates.

☐

SMS

☐

Phone Call

☐

Email

If you wish to opt out of receiving these communications, please send us an email at info@fidelityshield.com or write to us at P.O. BOX 47435 or call us on +254(0)709988000 insert phone number.

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PRIVACY NOTICE

Fidelity Shield Insurance Company Limited ("THE COMPANY" "The Company" "We" "Us") is a leading general insurance service provider offering a wide range of insurance products and services to individuals, corporates, small and medium enterprises, and the government. The company continuously reviews its operating processes, products and services to ensure that it sustainably delivers quality to exceed its customers' expectations. This Privacy Notice provides an overview of information we collect about you, how we use and safeguard it. Please click this link to read the Company's Corporate Privacy Notice. <https://fidelityshield.com/>.

1. Scope of this Privacy Notice

This Privacy Notice applies to our customer (new & existing), agents/brokers or anyone who interacts with us regarding our services in any way. We refer to these individuals as ("you," "your") in this Notice. This Privacy Notice informs you of how we process, use and safeguard your personal information.

2. How we collect your personal data

We collect personal data directly from by email, phone call or by hardcopy forms, book entries or correspondence such as letters. We also collect your information indirectly when you purchase our products or make enquiries or complaints through our website or through CCTV installed at any of our offices. When you give us any information about other people, you must ensure that they have Notice of this Privacy Notice and are comfortable with you disclosing such information.

3. Categories of personal data we collect.

We process the following categories of personal information about you: biodata, contact information, identification information, location data, source of income, claims details, response given to questions contained in our proposal or claim forms, information contained in policy documents, premium details, online identifies such as cookies and related tags, past claims history, any questions and complaints you may have. We also process sensitive personal data such as your gender, sexual orientation, marital status, property details including financial and health data. In relation to your beneficiaries and next of kin, we may process their biodata including names, contact information and location data.

4. How we use your personal data

The information you provide us will be used to process your insurance claim, to underwrite insurance products and provide you policy covers, process premiums, generate quotes, conduct KYC background checks before issuing you policy covers, seek valuation services before issuing you policy cover, to determine whether to engage the services of loss assessors, investigators or adjusters, to evaluate the legitimacy of your claim, to facilitate payment of your claim, process your renewal policy requests, send you promotional materials, establish exercise and defend legal claims and to comply with our legal obligations. Should you fail to provide any or all the information requested in this form, we may not be able to offer our full range of services to you or offer our services as effectively as we wish to.

5. Sharing your personal data

We share your personal data within the company on a need-to-know basis. We also share your data with other third parties who help us provide services to you (for example website service providers, loss assessors, investigators and adjusters and consultants). We may also share your information when required to by law or court order. We take all reasonable steps to secure your data whenever we share it with third parties including vetting all third parties and, where appropriate, signing processing agreements with them. You can read more about what information may be shared in what circumstance in our full Privacy Notice.

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6. International data Transfers

We may transfer your personal data outside Kenya to: -

- o Website services providers
- o Cloud service providers

We only share your data internationally to countries with appropriate safeguards as determined by law. We also put in place additional measures like processing agreements to safeguard your data. You can read more about what information may be transferred internationally and in what circumstance in our full Privacy Notice.

7. Lawful grounds for processing your personal data.

We process your personal data on the following legal bases: -

- o informed consent
- o a requirement for performance of a contractual obligation
- o compliance with our legal obligations
- o our legitimate interests and for historical
- o statistical, journalistic, literature and art or scientific research.

We process personal data relating to next of kin and beneficiary on the following legal bases: - to perform contractual obligations, to comply with our legal obligations, for other legitimate interests and for historical, statistical, journalistic, literature and art or scientific research purposes.

8 Data Security

We have taken appropriate technical, physical, legal, and organizational measures consistent with applicable privacy and data security laws to protect the confidentiality, integrity and availability of your personal information.

9 Data Retention

We will use your personal data for as long as is necessary to fulfil the purpose for which was collected. We have policies and procedures in place that specify how long we keep your data in line with the law. We have also selected appropriate disposal methods for your personal data. You can read more about our retention and disposal procedures in our full Corporate Privacy Notice. If you no longer wish for us to hold your data, you can contact us on info@fidelityshield.com.

10 Your rights and duties

You have the right to be informed how we use your personal data. You also have the right to access your information and to ask us to correct, erase and restrict the use of your information. Additionally, you have the right to object to your information being used by us and to receive your personal data in a structured, commonly used, and machine-readable format and to transmit the data to another data controller or data processor without any hindrance. Where you have provided consent for use of your child's information, the transfer of your sensitive data internationally, the use of your personal data for commercial purposes or any other consent, you may withdraw your consent at any time. You also have the right to human intervention in any automated decision-making we may undertake using your data.

You have a duty to promptly inform us of any changes to your personal information.

11. How to Exercise Your Rights

If you wish to exercise any of your rights and freedoms rights or duties, please contact us on insert email. We may contact you periodically to verify your personal information and to inform you of any changes in our Privacy Notice.

12. Our Contacts

If you have any questions, comments, complaints or suggestions about this privacy policy, or any other concerns about the way in which we process information about you, please contact us at insert email address or write to us at insert postal address.