



Swift!

ACCIDENT PROCEDURES GUIDE

Emergency Response Protocol

VERSION 2.0 | FEBRUARY 2025



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Swift! Accident Procedures Guide

Emergency Response Protocol - Version 2.0 (March 2025)

IMMEDIATE ACTIONS: SAFETY FIRST

Your safety and the safety of your passengers are the absolute priority. Follow these steps in sequence.

1. CHECK FOR INJURIES

- Assess yourself and all passengers for injuries
- If anyone is injured, call emergency medical services immediately: **10177**
- Do not move seriously injured persons unless there is immediate danger

2. MOVE TO SAFETY

- If safe to do so, move vehicle out of traffic to prevent further accidents
- Turn on hazard lights
- Set up emergency reflectors/warning triangles if available
- If unsafe to remain in vehicle, move everyone to a secure location away from traffic

3. CONTACT SWIFT! SUPPORT

- Contact Swift! support immediately through Live Chat on the website
- A Swift! team member will provide necessary support in person or remotely
- Follow the support team's instructions precisely

4. EXCHANGE INFORMATION

- Remain calm and professional
- Collect the following details from all involved parties:
 - Full name and contact information
 - Vehicle registration number
 - Insurance details
 - Driver's license number
 - Vehicle make, model, and color

5. DOCUMENT THE SCENE

- Document the scene thoroughly with your smartphone camera
- Take clear photos of:

- Entire accident scene from multiple angles
 - Damage to all vehicles involved
 - License plates of all vehicles
 - Road conditions and relevant surroundings
 - Traffic signs, signals, or road markings
 - Skid marks or debris on road
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REQUIRED DOCUMENTATION

Other Party Information

- ✓ Full name and contact details
- ✓ Vehicle registration number
- ✓ Insurance information (company, policy number)
- ✓ Driver's license number
- ✓ Vehicle make and model

Scene Information

- ✓ Exact accident location (address or landmarks)
- ✓ Time and date
- ✓ Weather conditions
- ✓ Road conditions
- ✓ Witness contact details (if any)
- ✓ Police officer name and badge number (if police respond)

Required Photos/Videos

- ✓ 360° view of the entire accident scene
 - ✓ Close-ups of damage to all vehicles
 - ✓ License plates of all vehicles
 - ✓ Skid marks or debris on road
 - ✓ Traffic signs or signals
 - ✓ Road conditions and surroundings
 - ✓ Video statement if possible
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COMMUNICATION PROTOCOL

Important Guidelines

- ✓ **Do not admit fault or liability**
- ✓ Remain calm, professional, and courteous
- ✓ Stick to factual information only
- ✓ Do not sign any documents except for police reports
- ✓ Direct all queries to Swift! support
- ✓ Do not discuss the incident on social media

Support Communication

- ✓ Use Live Chat on the Swift! website for immediate support
- ✓ Follow support team instructions exactly
- ✓ Provide regular status updates
- ✓ Document all communication for reference
- ✓ Use the incident ID number in all communications

Passenger Communication

- ✓ Prioritize passenger well-being and comfort
- ✓ Provide Swift! support contact information
- ✓ Record passenger statements
- ✓ Follow up as instructed by Swift! support
- ✓ Offer passengers Swift! support contact information

FOLLOW-UP PROCEDURES

1. FILE POLICE REPORT

- Report the accident to police if required by law
- Obtain case number and officer's contact details
- Upload police report to Swift! platform

2. SUBMIT DOCUMENTATION

- Submit all photos and documents as instructed by Swift! support
- Complete the incident report form provided by support
- Submit all materials within 24 hours of the incident

3. INSURANCE NOTIFICATION

- Contact your insurance provider with incident details
- Provide Swift! incident ID number to your insurer
- Follow insurance company procedures

4. VEHICLE ASSESSMENT

- Arrange for professional damage assessment
- Upload assessment report to Swift! platform
- Follow Swift! guidelines for vehicle repairs

EMERGENCY CONTACTS

Support Contact

- Live Chat Support (Available 24/7 on Swift! website)

Emergency Services

- Police: **10111**
- Ambulance: **10177**
- Fire Department: **10177**

This document was last updated in March 2025. Always refer to the Swift! app for the most current procedures.

SCAN QR CODE FOR DIGITAL VERSION

[QR CODE PLACEHOLDER]