

# Claim form

You must read our booklet *Motor Insurers' Bureau, Making a claim* before you fill in this form.

The booklet gives information about the MIB and how we deal with claims.

- **Please use black ink and write clearly in CAPITAL LETTERS.**
- **Answer all questions as fully as you can.**  
If you are not able to answer any of the questions because you do not have or are waiting for information, please tell us on the form.
- **If you need more space for any of your answers, please use a separate sheet.**  
Make sure you write the question number on the separate sheet.

## Notes for solicitors and representatives

You must give your client a copy of our booklet *Motor Insurers' Bureau, Making a claim* when you ask them to fill in or sign this form.

If you already have an MIB claim reference, please write it here.

**Phone**  
01908 830 001  
*during normal business hours*

**Email**  
enquiries@mib.org.uk

**Website**  
www.mib.org.uk

**Write**  
Motor Insurers' Bureau  
Linford Wood House  
6-12 Capital Drive  
Milton Keynes  
MK14 6XT



## 1 Claimant's details

### For an individual

#### 1.1 Title

Mr  Mrs  Miss  Ms  Other

#### 1.2 Name

First name   
Last name

#### 1.3 Date of birth (dd/mm/yyyy)

/  /

#### 1.4 Contact details

Address   
  
  
  
  
Postcode   
Daytime phone number   
Evening phone number   
Email address   
@

#### 1.5 Occupation

At time of accident   
Current (if different)

#### 1.6 Are you self-employed?

No  Yes

#### 1.7 Are you VAT registered?

No  Yes

### For an organisation

#### 1.8 Organisation details

Name   
  
Address   
  
  
  
Postcode   
Phone number   
Email address   
@

#### 1.9 Is the organisation VAT registered?

No  Yes

Please call us on 01908 830 001 if you have any difficulties completing this form or if you have difficulties reading the form or booklet. We are open during normal business hours.

## 2 Involvement in accident

Tick the box that describes how you were involved in the accident and follow the instruction on which part of the form to fill in next.

I was driving ▶▶ **Start at section 4**  
 About your vehicle or the vehicle you were in *page 2*

I own the vehicle but I was not driving ▶▶ **Start at section 3**  
 About the driver of your vehicle or driver of the vehicle you were in *page 2*

I was a passenger  
 Were you a passenger in the vehicle you consider to be responsible?  
 No ▶▶ **Start at section 3**  
 About the driver of your vehicle or driver of the vehicle you were in *page 2*

Yes ▶▶ **Start at section 5**  
 About the vehicle and driver you consider to be responsible *page 3*

I was a pedestrian, cyclist or horse rider ▶▶ **Start at section 5**  
 About the vehicle and driver you consider to be responsible *page 3*

I own property other than a vehicle, which was damaged in the accident ▶▶ **Start at section 5**  
 About the vehicle and driver you consider to be responsible *page 3*

## 3 About the driver of your vehicle or driver of the vehicle you were in

3.1 **Driver's title**  
 Mr  Mrs  Miss  Ms  Other

3.2 **Driver's name**  

First name
Last name

3.3 **Driver's date of birth (dd/mm/yyyy)**  
  /   /

3.4 **Driver's contact details**

Address
Postcode
Phone number
Email address
@

## 4 About your vehicle or the vehicle you were in

4.1 **Registration number**

4.2 **Vehicle make, model and colour**

Make
Model
Colour

4.3 **Give details of where the damage is on the vehicle and the extent of the damage**


4.4 **Do you own the vehicle?**  
 Yes  
 No – please give the owner's details.  
*If the owner is an organisation, give the name of the organisation.*

First name
Last name
Name of organisation
Address
Postcode
Phone number
Email address
@

## 5 About the vehicle and driver you consider to be responsible

### Driver's personal details

Please give as much information as you can.

5.1 **Driver's title**

Mr  Mrs  Miss  Ms  Other

5.2 **Driver's name**

First name   
Last name

5.3 **Driver's contact details**

Address   
  
  
Postcode   
Country   
Phone number   
  
Email address   
@

5.4 **Where did you get these details?**

At scene of accident  Police  DVLA  
 Other

5.5 **Sex of driver**

Male  Female

5.6 **Description of driver**

5.7 **Estimated age of driver**

### Vehicle details

5.8 **Vehicle registration number**

Was the vehicle a foreign-registered lorry?

No ►► continue with question 5.9  
 Yes – give the front and back registration numbers.  
*For more information, see Registration numbers on lorries on page 6 of the booklet Motor Insurers' Bureau, Making a claim.*

Front   
Back

5.9 **Vehicle make, model and colour**

Make   
Model   
Colour

5.10 **Details of damage to this vehicle**

### Vehicle owner's details

►► If the vehicle owner is the same as the person given in 5.2 on the left, skip to section 6.

5.11 **Vehicle owner's title**

Mr  Mrs  Miss  Ms  Other

5.12 **Vehicle owner's name**

*If the owner is an organisation, give the name of the organisation.*

First name   
Last name   
Name of organisation

5.13 **Vehicle owner's contact details**

Address   
  
  
Postcode   
Phone number   
Email address   
@

## 6 Enquiries made

Please tell us about enquiries you or your representative have made about the vehicle and driver you consider responsible. Send copies of any documents or information exchanged at the scene of the accident.

6.1 **What enquiries have you made?**

Letter or phone call to driver  
*Please send a copy of all correspondence or details of phone calls*

Enquiry with DVLA  
*Please send a copy of DVLA response*

Enquiry with vehicle owner  
*Please send a copy of owner's response*

Enquiry with possible insurer or broker  
*Please send a copy of insurer's or broker's response*

Enquiry with keeper registered with DVLA  
*Please send a copy of all correspondence or details of phone calls*

Enquiry with Motor Insurers' Database (MID)  
*Please send a copy of MID's response*

Enquiry with Foreign Insurer or their UK Representative  
*Please send a copy of all correspondence or details of phone calls*

6.2 **Do you believe the details provided to you are accurate?**

Yes  
 No – why not?

## 6 Enquiries made continued

### Foreign-registered vehicle – Green Card details

▶▶ If the vehicle is not a foreign-registered vehicle, skip to section 7.

For more information, see Green Card on page 6 of the booklet Motor Insurers' Bureau, Making a claim.

6.3 Green Card reference if known

6.4 Country where vehicle is registered

## 7 Other vehicles involved in the accident

### Vehicle details

▶▶ If there were no other vehicles involved, skip to section 8.

7.1 Registration number

7.2 Vehicle make, model and colour

Make
Model
Colour

7.3 Details of damage to this vehicle

### Driver's details

7.4 Driver's title

Mr
  Mrs
  Miss
  Ms
  Other

7.5 Driver's name

First name
Last name

7.6 Driver's contact details

Address
Postcode
Phone number
Email address
@

7.7 Explain how they were involved

## 8 Details of the accident

8.1 Date and time of accident

Date (dd/mm/yyyy)  /  /

Time (24-hour clock)  :

8.2 Location of accident

Please give as much detail as you can, including road names and numbers if you have them

Town
County
Country

8.3 Conditions at time of accident tick all that apply

Weather conditions

Sun
  Rain
  Snow
  Ice
  Fog

Light conditions

Daylight
  Dawn
  Dusk
  Dark

Road conditions

Wet
  Dry
  Ice or snow
  Mud or oil on road

8.4 Description of accident

Please describe the accident. Include speeds of all vehicles. Describe obstructions, such as parked cars and bends in the road.

Give as much detail as you can and use a separate sheet if you need to.

## 9 Details of police involvement

9.1 Was the accident reported to the police?

No
  Yes – give details of date and time reported

Date (dd/mm/yyyy)  /  /

Time (24-hour clock)  :

9.2 Did the police attend the scene at the time of the accident?

No
  Yes

9.3 Police reference or log number

## 9 Details of police involvement continued

### 9.4 Investigating police officer

Name
Number

### 9.5 Police station

Name
Address
Postcode
Phone number

### 9.6 Are you aware of any prosecutions?

- No  
 Yes – please give details


## 10 Witnesses

### Witness 1

#### 10.1 Contact details

Name
Address
Postcode
Phone number
Email address
@

#### 10.2 Is this witness known to you?

- No  
 Yes – how?

--

#### 10.3 How was this witness involved in the accident?

- Passenger  
 Other – please give details

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#### 10.4 Was this witness injured?

- No  
 Yes – please give details

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### Witness 2

#### 10.5 Contact details

Name
Address
Postcode
Phone number
Email address
@

#### 10.6 Is this witness known to you?

- No  
 Yes – how?

--

#### 10.7 How was this witness involved in the accident?

- Passenger  
 Other – please give details

--

#### 10.8 Was this witness injured?

- No  
 Yes – please give details

--

### Witness 3

#### 10.9 Contact details

Name
Address
Postcode
Phone number
Email address
@

#### 10.10 Is this witness known to you?

- No  
 Yes – how?

--

#### 10.11 How was this witness involved in the accident?

- Passenger  
 Other – please give details

--

#### 10.12 Was this witness injured?

- No  
 Yes – please give details

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## 11 Details of your claim

### Vehicle damage

11.1 Are you claiming from your motor insurer for vehicle damage?

Yes ►► skip to question 11.4

No ►► continue with question 11.2

Send estimates for repairing any damage with your claim. For more information, see *Accidents involving damage to your vehicle on page 5 of the booklet Motor Insurers' Bureau, Making a claim.*

11.2 Is the vehicle out of use?

No

Yes – Have you had access to another vehicle?

No

Yes – please give details

11.3 Estimated value of vehicle Estimated cost of repair

£

£

### Property damage – non vehicle

11.4 Are you claiming for property damage other than vehicle damage?

No ►► skip to question 11.9

Yes ►► continue with question 11.5

Send estimates for repairing any damage with your claim. For more information, see *Accidents involving property damage – non-vehicle on page 5 of the booklet Motor Insurers' Bureau, Making a claim.*

11.5 Describe the damage to your property.

  


11.6 Has the property already been repaired or replaced?

No – if you have estimates please send them.

Yes – please send a copy of the invoices for the repairs or replacement with your claim.

11.7 Cost of repair or replacement £

11.8 Insurer's details in relation to property damage

Name
Policy number or reference
Phone number

### Loss of income

11.9 Have you lost income as a result of this accident?

No ►► skip to 11.12

Yes – how much income have you lost?

£

11.10 Period out of work (dd/mm/yyyy)

From  /  /

To  /  /

11.11 Name of employer at time of accident

### Personal injury

11.12 Did you sustain any personal injuries in the accident?

No ►► skip to section 12

Yes ►► continue with question 11.13

11.13 Describe the injuries you sustained

  
  


11.14 Are you still suffering from these injuries?

No

Yes – please give details

  


11.15 Do these injuries still prevent you from returning to your normal work or completing your normal daily activities?

No

Yes – please give details

  


11.16 Did you attend hospital following the accident?

No

Yes – please give details below. If other hospitals were attended, please provide details on a separate sheet.

Hospital name
Town or city

Type of visit to hospital

Outpatient

Inpatient – how many nights did you stay in hospital?

nights

11.17 GP's details

Name of GP
Name of practice
Address
Postcode
Phone number

11.18 National Insurance Number

-  -  -  -

11.19 Have you made any other claims for personal injury in the last three years?

No

Yes – please give details

## 12 Declaration

- ▶▶ **Please read this declaration very carefully. For more information, see Declaration on page 8 of the booklet Motor Insurers' Bureau, Making a claim.**

This declaration page will be used separately to the form as proof of your consent for us to investigate your claim.

- 1 I declare that I am the person referred to in this claim form and to the best of my knowledge and belief the information provided is true and complete. If required, I undertake to give further assistance to the Motor Insurers' Bureau (MIB).
- 2 I recognise that the submission of this claim form does not in any way presume that the MIB will make a compensation payment to me.
- 3 I consent to the MIB and their representatives using my personal and sensitive information (such as medical information and criminal convictions relevant to the claim) as outlined in the data protection notice in the explanatory booklet accompanying this claim form.
- 4 I authorise the release of all information to the MIB or its representatives from any source, which the MIB believe may possess relevant information to my claim for compensation. This may include, but is not limited to, information requested from:
  - my employers or any other persons or organisations to whom I may have rendered services, (information requested may include, but is not limited to: wage and other benefit/pension details, absence/attendance records, the full personnel file, precise contract details of any services provided),
  - any government department, (information requested may include, but is not limited to: all applications for benefit, tax records, payments made, driving license details including relevant endorsements),
  - local authorities, (information requested may include, but is not limited to: taxi and private hire licensing details),
  - insurance companies, (information requested may include, but is not limited to: full details of any policies held, claims made, monies received),
  - other public or private bodies.
- 5 I explicitly authorise any health professional, whom I have consulted at any time, to provide the MIB or its representatives with any relevant information concerning my past, present, or anticipated future, physical or mental health. I expressly understand that by signing this form I am giving permission for all my health records and notes to be disclosed to the MIB or its representatives.
- 6 I confirm that where I have provided personal data about a third party, other than any uninsured driver, as part of my claim, I have obtained the freely given agreement of the individual(s) concerned to enable the MIB to use their personal data, including any sensitive personal data, and where practicable, I have told them who the MIB are and the purposes for which their data will be used.
- 7 I agree that a copy of this signed declaration shall have the validity of the original.

- ▶▶ **You MUST REPEAT the Claimant's name, address, date of birth and accident date in the boxes below. Then sign and date the claim form.**

If you do not do this, we will not be able to make a compensation payment to you.

### Claimant's details

First name
Last name
Name of organisation
Address
Postcode

### Claimant's date of birth (dd/mm/yyyy)

<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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### Accident date (dd/mm/yyyy)

<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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### Signature

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### Date (dd/mm/yyyy)

<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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If you have signed on behalf of the claimant, tick the appropriate box and print your name below.

- Claimant's Parent/Legal Guardian if Claimant is under 18 years of age
- Litigation Friend
- Organisation

First name
Last name

- ▶▶ **Please complete sections 13 and 14 on the next page.**

### 13 Free legal expenses insurance – uninsured claims only

Free legal expenses insurance for claims involving uninsured drivers may be available depending on the circumstances of the claim. For more information see Free legal expenses insurance on page 6 of the booklet *Motor Insurers' Bureau, Making a claim*.

Tick the box if you would like your claim to be considered for this cover.

- I would like my claim to be considered for free legal expenses insurance.

### 14 What to do next

- 1 Check that you have answered all the questions as fully as you can.
- 2 Check that you have repeated your name, address, date of birth and accident date in the declaration and signed it.

- 3 Tick the following boxes to indicate the supporting documents you are sending with your claim form.

Remember, do not delay sending the claim form to us. If you do not have the supporting documents now, you can send them at a later date.

- Copy of insurer's claim form you have filled in
- Estimates for any repairs or replacements
- Invoices for any repairs or replacements
- Proof of payments for any hire vehicles – also send copies of hire agreements and terms and conditions
- Copy of engineer's report
- Copy of investigator's report
- Copy documents given by drivers of foreign registered vehicles involved in the accident
- Copy of vehicle registration documents and MOT
- Copy of police report
- Copy of witness statements

- 4 List any other supporting documents you are sending with your claim form.


- 5 Send your form to us at the address below.

If a solicitor is handling your claim for you, give your claim form back to them to send to us.

Motor Insurers' Bureau  
Linford Wood House  
6-12 Capital Drive  
Milton Keynes  
MK14 6XT

For information on what happens next, see our booklet *Motor Insurers' Bureau, Making a claim*.