



toddandcue^{TC}
insurance.

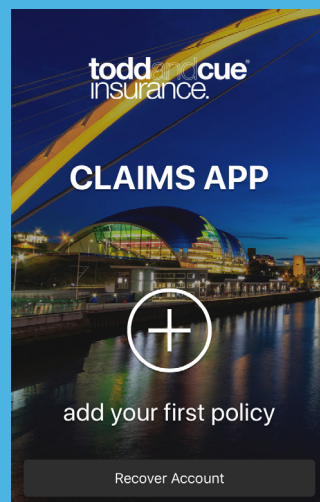
How to use the Todd and Cue Claims App

Creating your account:

To begin, open the Todd and Cue Claims App and simply create your account.

Enter your name, input your email address and date of birth.

Next select from a motor, property or liability policy to indicate what types of policy you hold with us. You can use our app to manage all the different types of policies you hold with us.



Back Your Details

* Your name

* Your email address

* Your date of birth

Your company (if applicable)

In order to use the claims app, we ask you to read and agree to be bound by our Privacy Policy & End User License Agreement (EULA).

Please use the buttons below to review these, by tapping the "Agree & Continue" button, you are confirming to have read and understood the Privacy Policy & End User License Agreement (EULA) and agree to be bound by them.

If in the future you wish to withdraw consent, please contact us

Back Select policy

Please select your policy type below.

You can use our app to manage all the different types of policy you hold with us.

Motor

Property

Liability

toddandcue
insurance.

How to use the Todd and Cue Claims App

Adding your policies:

Add to your policy

Fill in your details to register this policy with the claims app.
This will include providing your:

- Client reference number
- Transport manager's email
- Driver mobile
- Date that you passed a driving test
- Picture on front of license
- Picture on back of license

When inputting these details you can use our app to upload relevant imagery and documents using your phone camera or photo gallery. This could be necessary if you wish to upload a picture detailing your vehicle. Simply select 'Open Camera' or 'Open Gallery' to upload the relevant image to your policy registration.

A screenshot of a mobile app interface. At the top is a dark header with a back arrow and the text 'Policy Register'. Below the header, the title 'Todd and Cue, Motor' is displayed. A message reads: 'Please fill in the following details to register this policy with the claims app.' The form contains several input fields: '* Client ref number', '* Transport manager's email', and '* Driver mobile'. Below these is a section for 'Date passed driving test'. There are two sections for license photos: 'Picture of front of licence' and 'Picture of back of licence', each with a camera icon and a right arrow. At the bottom is a dark button labeled 'Continue'.

How to use the Todd and Cue Claims App

Report Guidance:

Now that you are registered with the app, the next step would be to use your app to report an incident.

If an incident occurs simply enter your app and click 'Resume or Start a report' on screen.

The app will guide you through what you need to do having been in an incident.

Firstly it will detail the important things to consider before making a claim. If you have had an incident, this includes the following:

- Stopping at the scene
- Need emergency services?
- Look for witnesses
- Capture as much information as you can
- Don't admit liability / fault

Once you have considered the above, you may click to 'Start the Report'.

A screenshot of the 'Guidance' screen in the Todd and Cue Claims App. The screen has a dark header with 'Guidance' on the left and a 'Jump to' menu icon on the right. Below the header, a section titled 'IF YOU HAVE HAD AN INCIDENT:' contains a list of four items, each with a plus icon in a circle to its right: 'Stop at the scene', 'Need emergency services?', 'Look for witnesses', and 'Capture as much information as you can'. Below this list is a red warning text: 'Don't Admit Liability / Fault'. At the bottom of the screen is a large dark button labeled 'Start the Report'.

How to use the Todd and Cue Claims App

Step 1: Incident Details

Upon starting your report you will begin inputting the incident details. This includes inputting the time, date and place of the incident. The app is able to track where the incident occurred with accurate GPS coordinates so there is no need to worry about this. However, if you are aware of the rough address of the incident please input it accordingly.

You must also answer whether this incident is a theft or not.

A screenshot of the '1. Incident Details' screen in the Todd and Cue Claims App. The screen has a dark blue header with the title '1. Incident Details' and a 'Jump to' link. Below the header is a list of input fields: 'Date of incident...', 'Time of incident...', 'GPS Coordinates' (with a globe icon), 'Incident Address Line 1', 'Incident Address Line 2', 'Postcode', and 'Specific location details'. At the bottom, there is a question 'Is this incident a theft?' with a 'No' button. A 'Continue' button is at the very bottom.

toddandcue
insurance.

How to use the Todd and Cue Claims App

Step 2: Witnesses

The next step of reporting your incident is to provide witness details. You are able to add as many witnesses as you desire, however, you must be able to provide their name, phone number, house number/name and postcode. Please give accurate information if possible. Once you have inputted all relevant witnesses, continue onto the next stage.



The image displays two side-by-side screenshots of the '2. Witnesses' screen in the Todd and Cue Claims App. Both screens have a dark header with the title '2. Witnesses' and a 'Jump to' link with a hamburger menu icon.

The left screenshot shows the 'Witness #1' section with four input fields: 'Name', 'Phone number', 'House number / name', and 'Postcode'. Below these fields is a button labeled 'Add another witness' and a dark 'Continue' button at the bottom.

The right screenshot shows a confirmation screen with the question 'Are there witnesses?' and two buttons: a dark 'Yes' button and a white 'No' button with a black border.

How to use the Todd and Cue Claims App

Step 3: Third Parties

The next step of reporting your incident is to provide information on third parties. This gives your insurers the chance to handle your claim effectively. Similarly to with your witness information, input the name, telephone number, house number/name and postcode of any third parties. Furthermore, provide additional information about whether or not they are a driver, if so giving their registration number and number of passengers in their vehicle. In addition, please take photos of the registration number, damage to the vehicle, around the vehicle to prove no damage. When doing so please make sure it is safe to take photos.

Also on this step of the app, you are able to pinpoint the exact location of vehicle damage. A car visual will appear on your screen and using touch screen technology you are able to touch on the vehicle place to indicate areas of damage. Please also input the vehicle type, be it a car, lorry, van or so forth.

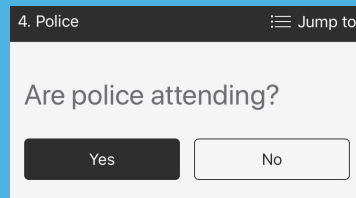
If someone is injured in the incident please provide details by typing in the box provided on the app.



How to use the Todd and Cue Claims App

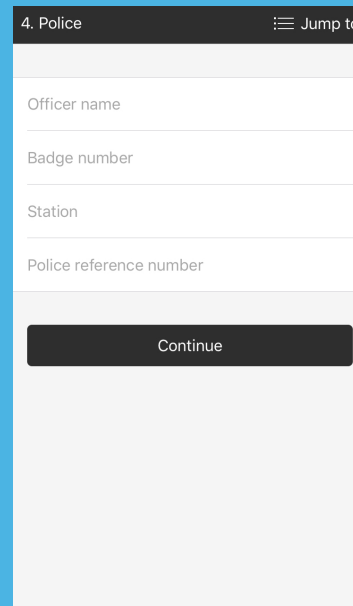
Step 4: Police Indication

The fourth step of the incident report form is to indicate if police are attending. If so, please click 'Yes' and continue as instructed. This will involve inputting the officers' name, badge number, station, and police reference number. This will ensure you have all your emergency service details for safekeeping.



4. Police Jump to

Are police attending?



4. Police Jump to

Officer name

Badge number

Station

Police reference number

How to use the Todd and Cue Claims App

Step 5: You and your vehicle

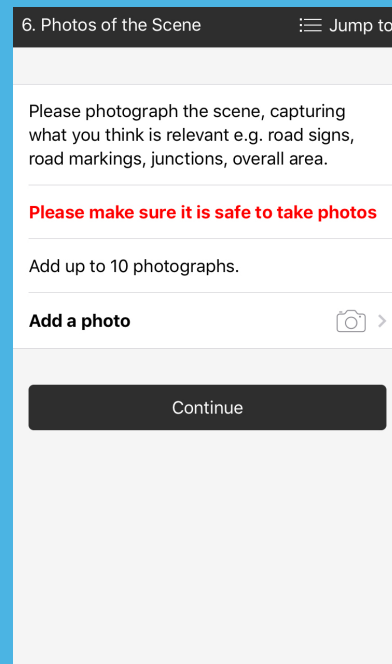
On this step of the incident report form you must input relevant details about you and your vehicle to make your claim. Please input the information requested including whether or not you have been injured, injury details, and vehicle registration. Much like the third party information, please take photos of the registration number, damage to the vehicle, around the vehicle to prove no damage. When doing so please make sure it is safe to take photos. Again, you are able to pinpoint the exact location of vehicle damage using touchscreen technology. Please also indicate whether or not your car is safe to drive.

A screenshot of the Todd and Cue Claims App interface for Step 5: You and Your Vehicle. The screen has a dark header with the title "5. You and Your Vehicle" and a "Jump to" link. Below the header, there is a form with several sections: "Are you injured?" with a right arrow, "Vehicle registration" with a right arrow, a red warning text "Please make sure it is safe to take photos", a section titled "Please take photos of:" with a list of instructions: "- The registration number", "- Damage to the vehicle", and "- Around the vehicle to prove no damage", an "Add a photo" button with a camera icon and right arrow, a "Vehicle type" field with "Car" selected, and a large top-down diagram of a car with a grey shaded area on the driver's side door and rear quarter panel.

How to use the Todd and Cue Claims App

Step 6: Photos of the scene

On the sixth step of the incident report, you are able to add photos of the scene. Please photograph relevant details of the incident scene, capturing what you think is relevant such as road signs, road markings, junctions, and the overall area. You are able to add a maximum of 10 photos.

A screenshot of the '6. Photos of the Scene' screen in the Todd and Cue Claims App. The screen has a dark blue header with the title '6. Photos of the Scene' and a 'Jump to' link. Below the header, there is a light blue box with the text 'Please photograph the scene, capturing what you think is relevant e.g. road signs, road markings, junctions, overall area.' followed by a red warning box that says 'Please make sure it is safe to take photos'. Below this, it says 'Add up to 10 photographs.' and 'Add a photo' with a camera icon and a right arrow. At the bottom, there is a dark blue 'Continue' button.

How to use the Todd and Cue Claims App

Step 7: What happened?

On the seventh stage of the incident report please take this time to detail and describe what exactly has happened during the incident by typing in the box provided. Include details on weather conditions, road conditions, and light levels and describe in your own words what happened. If you wish too you can also use your microphone, dictating the events into your phone as it will type up your description of the incident for you.

A screenshot of the Todd and Cue Claims App interface for Step 7: What happened?. The screen has a dark header with the title "7. What happened?" and a "Jump to" link. Below the header is a light gray box with the instruction "Please describe what happened." and a sub-instruction: "Include detail on weather conditions, road conditions and light levels and describe in your own words what happened." Below this is a text input area with the placeholder "Tap to enter details...". At the bottom of the screen is a dark "Continue" button.

How to use the Todd and Cue Claims App

Step 8: Notes

The eight stage of the incident report is for notes. Answer whether you have any video footage of the incident, or any telematics data during the incident, making any additional notes in the box provided. Our microphone dictation feature again gives you the opportunity to talk through any relevant information instead of typing.

A screenshot of the '8. Notes' screen in the Todd and Cue Claims App. The screen has a dark header with '8. Notes' on the left and a 'Jump to' link on the right. Below the header, there are two questions: 'Do you have any video footage of the incident?' and 'Do you have any telematics data during the incident?'. Both questions have a 'No' button to their right. Below these questions, there is a text area with the prompt 'Below is an additional area to include any notes you feel are relevant to the claim.' and a placeholder text 'Tap to enter details...'. At the bottom of the screen is a dark 'Continue' button.

8. Notes Jump to

Do you have any video footage of the incident? No

Do you have any telematics data during the incident? No

Below is an additional area to include any notes you feel are relevant to the claim.

Tap to enter details...

Continue

How to use the Todd and Cue Claims App

Final Step: Review & Submit

Finally, review your information and submit your incident report. All information provided is stored safely and securely with Todd and Cue. If you wish to cancel your incident report, you can also do so at this step.



| Review & Submit | | Jump to |
|-------------------------|---|---------|
| Guidance | > | |
| 1. Incident Details | > | |
| 2: Witnesses | > | |
| 3: Third Parties | > | |
| 4: Police Attendance | > | |
| 5: You and Your Vehicle | > | |
| 6: Photos of the Scene | > | |
| 7: What Happened | > | |
| 8: Notes | > | |
| Review & Submit | > | |
| Cancel Report | > | |



Office Opening Hours:

Monday - Friday 9am - 5pm

Contact Us

0191 482 0050

info@toddcue.com

www.toddcue.co.uk