



toddandcue^{TC}
insurance

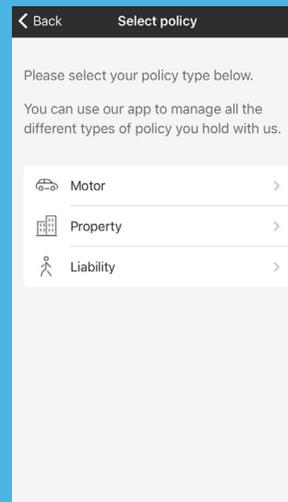
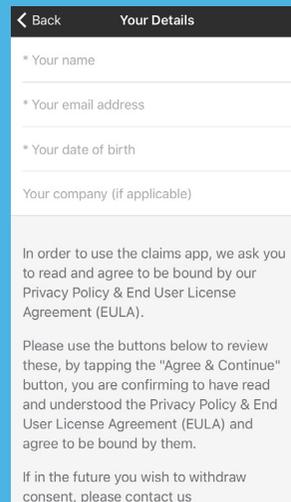
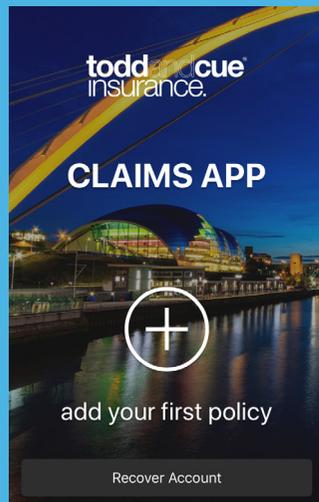
How to use the Todd and Cue Claims App

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.



toddandcue[®]
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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 the 'Policy Register' screen in the Todd and Cue app. The screen has a dark blue header with a back arrow and the text 'Policy Register'. Below the header, the title 'Todd and Cue, Motor' is displayed. A message asks the user to fill in details to register the policy. The form contains several fields: '* Client ref number', '* Transport manager's email', and '* Driver mobile'. There are also sections for 'Date passed driving test', 'Picture of front of licence' (with a camera icon and arrow), and 'Picture of back of licence' (with a camera icon and arrow). A 'Continue' button is at the bottom.

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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'.



Guidance Jump to

IF YOU HAVE HAD AN INCIDENT:

- Stop at the scene (+)
- Need emergency services? (+)
- Look for witnesses (+)
- Capture as much information as you can (+)

Don't Admit Liability / Fault

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 white background with a dark header bar containing the title '1. Incident Details' and a 'Jump to' menu icon. Below the header are several input fields: 'Date of incident...', 'Time of incident...', 'GPS Coordinates' (with a globe icon), 'Incident Address Line 1', 'Incident Address Line 2', and 'Postcode'. Below these is a section for 'Specific location details'. At the bottom, there is a question 'Is this incident a theft?' with a 'No' option selected. A dark 'Continue' button is at the very bottom.

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' menu icon.

The left screenshot shows a form for adding a witness. It features a section titled 'Witness #1' 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?'. It has two buttons: a dark 'Yes' button and a white 'No' button.

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.

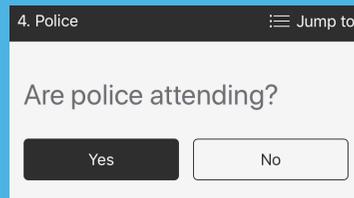
If someone is injured in the incident please provide details by typing in the box provided on the app.

The screenshot shows the '3. Third Parties' screen in the app. At the top, there is a header with '3. Third Parties' and a 'Jump to' menu icon. The main content area asks 'Is there a third party involved?' with 'Yes' and 'No' buttons. Below this, there is a section for 'Third Party #1' with input fields for Name, Phone number, House number / name, and Postcode. There are also dropdown menus for 'Are they a driver?' and 'Is anyone injured?'. At the bottom, there is a button to 'Add another third party' and a 'Continue' button.

How to use the Todd and Cue Claims App

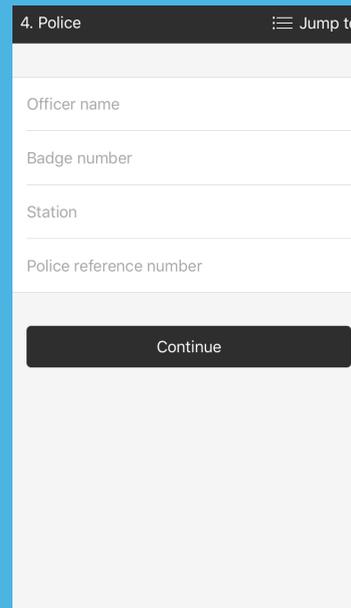
Step 4: Police Indication

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

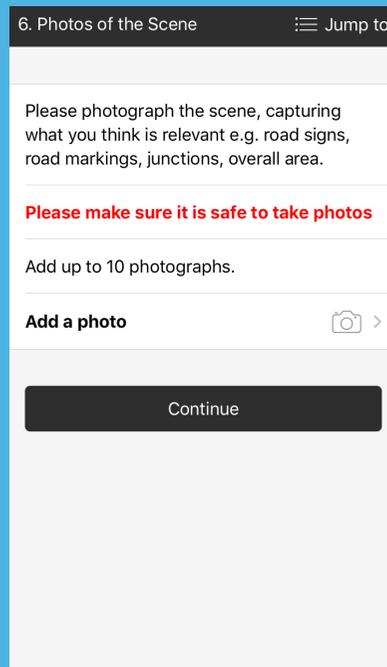
On this step of the incident report form you must input relevant details about you and your vehicle to make your claim. Please input the information requested including whether or not you have been injured, injury details, and vehicle registration. Much like the third party information, please take photos 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. The title bar at the top reads "5. You and Your Vehicle" with a "Jump to" link on the right. Below the title bar, there is a form with several sections: "Are you injured?" with a right-pointing arrow; "Vehicle registration" with a right-pointing 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 three items: "- The registration number", "- Damage to the vehicle", and "- Around the vehicle to prove no damage"; "Add a photo" with a camera icon and a right-pointing arrow; "Vehicle type" with the value "Car" displayed; and a top-down line drawing of a car at the bottom.

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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.



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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 mobile app interface for step 7. The title bar at the top reads "7. What happened?" and includes a "Jump to" menu icon. Below the title bar, there is a section titled "Please describe what happened." followed by a text box containing the instruction: "Include detail on weather conditions, road conditions and light levels and describe in your own words what happened." Below this text box is a large, empty text input area with the placeholder text "Tap to enter details...". At the bottom of the screen, there is a dark grey button labeled "Continue".

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' menu icon on the right. Below the header, there are two questions with 'No' as the selected answer: 'Do you have any video footage of the incident?' and 'Do you have any telematics data during the incident?'. Below these questions is a text input area with the placeholder text 'Tap to enter details...'. At the bottom of the screen is a dark 'Continue' button.

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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	>

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