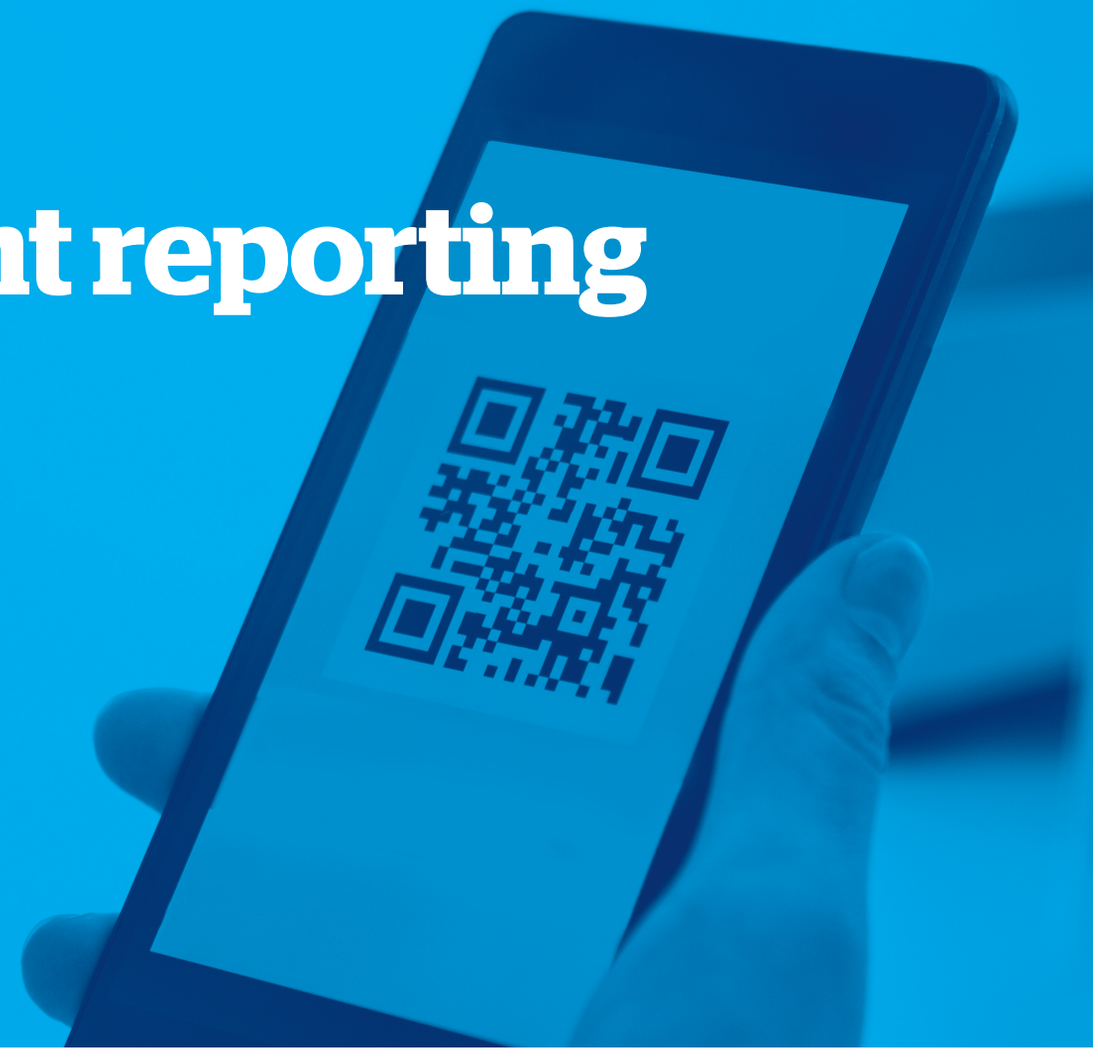
QR Code
Minor incident reporting
User guide



Made possible
QBE

Please note:

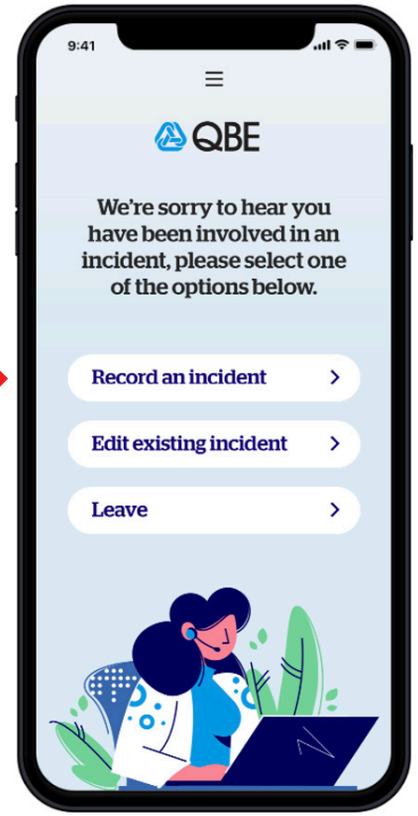
QR Code reporting is for minor incidents only (e.g. clipping a bollard or a small bump with a third party vehicle) and should not be used to report emergencies or incidents where you require immediate roadside assistance (e.g. serious bodily harm or vehicle damage). If you require immediate assistance, please telephone **your accident management provider,** the **emergency services** in your area, or **QBE Insurance** directly on **0808 100 8181.**

Please note the QR image on the front cover is for reference and visualisation only.

Getting started

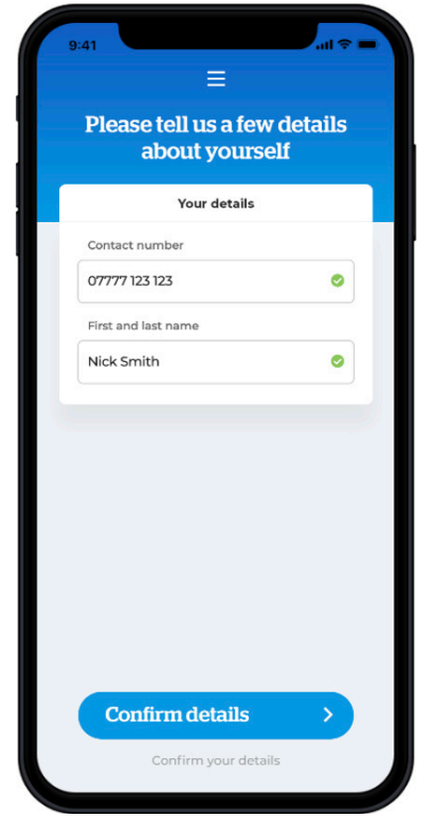
Open your smartphone camera and point the lens at the QR code in your supplied fob. A box will appear around the QR code once it has been recognised and you will be prompted to Open "ultraincident.com" in your webpage.

Press the link to start reporting your incident. (Please note the QR code shown is for reference only).

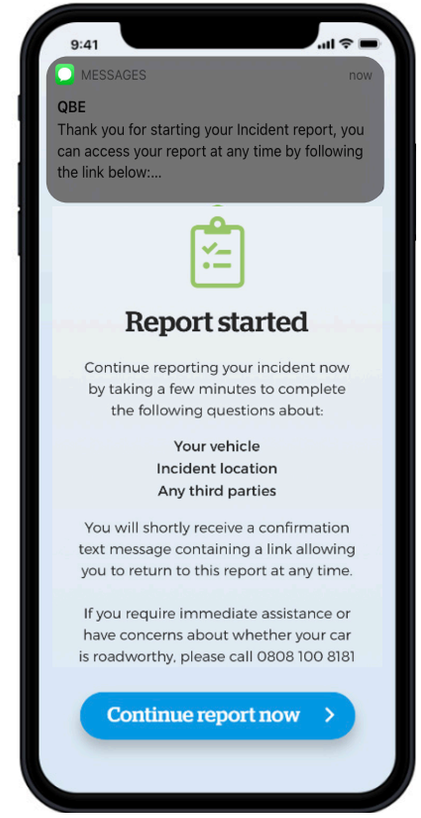


Once the webpage has launched, you will be directed to the homepage.

Select Record an incident.



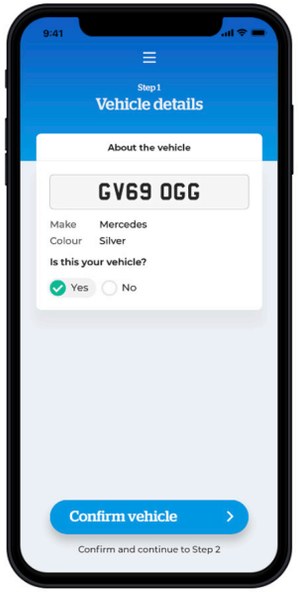
Tell us your number and name to get started. Click Confirm details to start the report.



This will start the report and you will receive a text message confirming this.

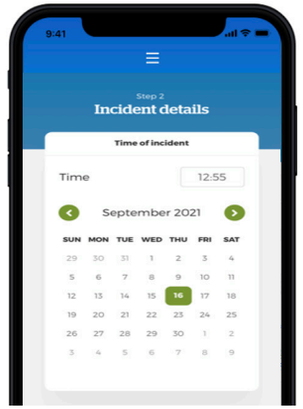
Click Continue report now to tell us key information about your incident.

Step 1



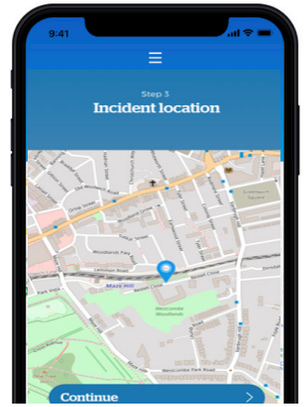
Tell us your vehicle registration number, make and colour.

Step 2



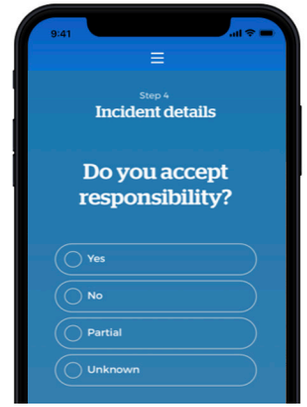
Select the time and location where the incident took place.

Step 3



Enable location services for your phone browser to see the map on this screen.

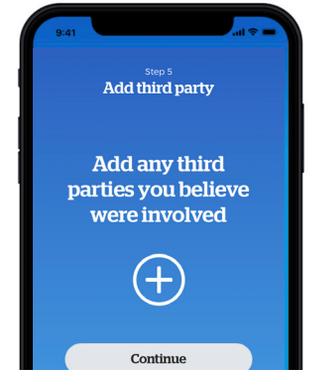
Step 4

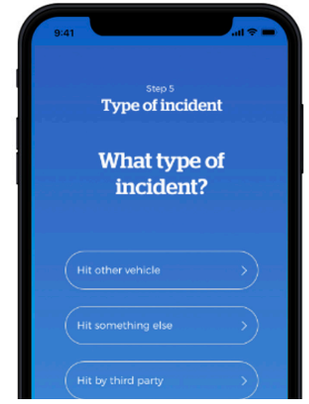


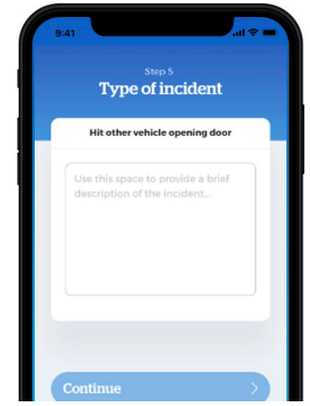
Let us know if you accept responsibility and click **Continue.**
Let us know if any third parties were involved in the incident.

See next page for more information about adding third party details and incident type.

Step 5







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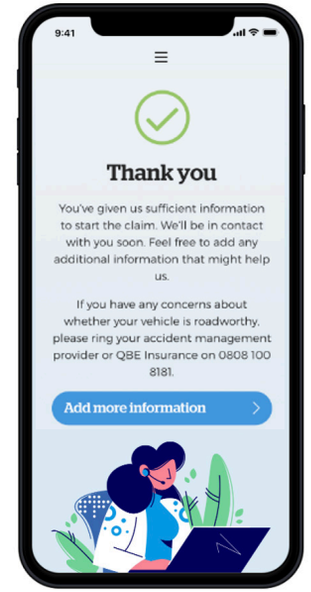
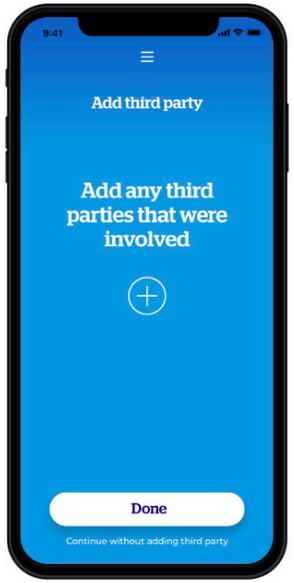


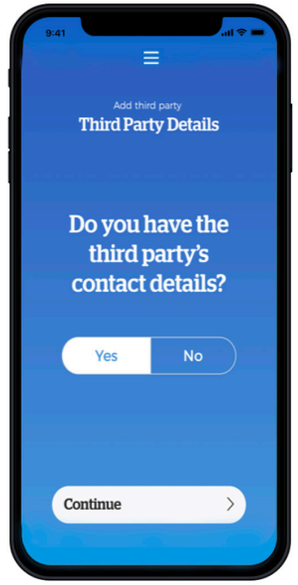
Thank you. Now we can start the claim and will be in touch with you to confirm next steps.

Please note: You do not need to ring QBE or your accident management provider if you choose to report an incident via the QR code method. The claim will be investigated and you may be contacted for further information.

Adding a third party

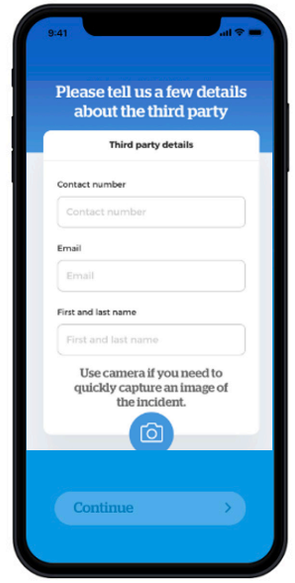


If any third parties were involved, **click the + sign.**



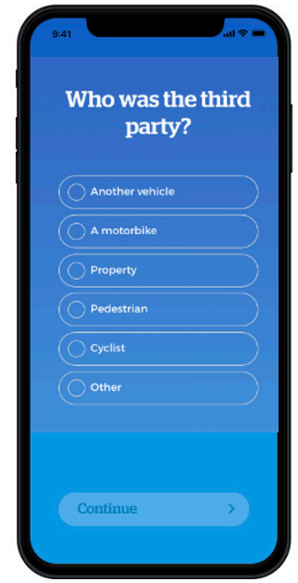
If you have the third party contact details, click **Yes.**

If you do not have their details, click **No.**

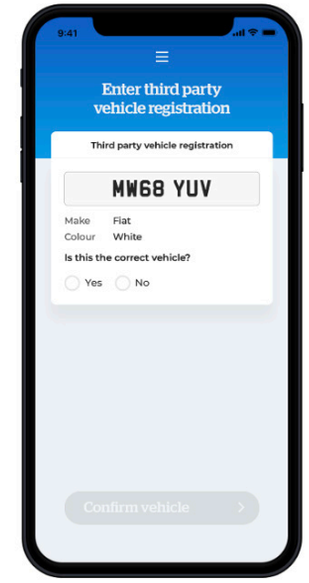


If you clicked **Yes** on the previous page, tell us the name and number of the third party.

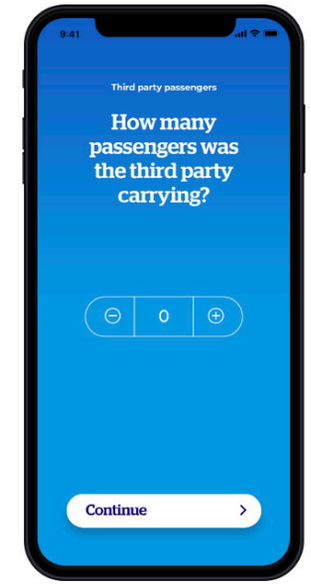
Once you have added the third party, they will receive a text message with a link to an incident form.



Let us know if the third party was driving a vehicle, bike, on foot, cycling etc.

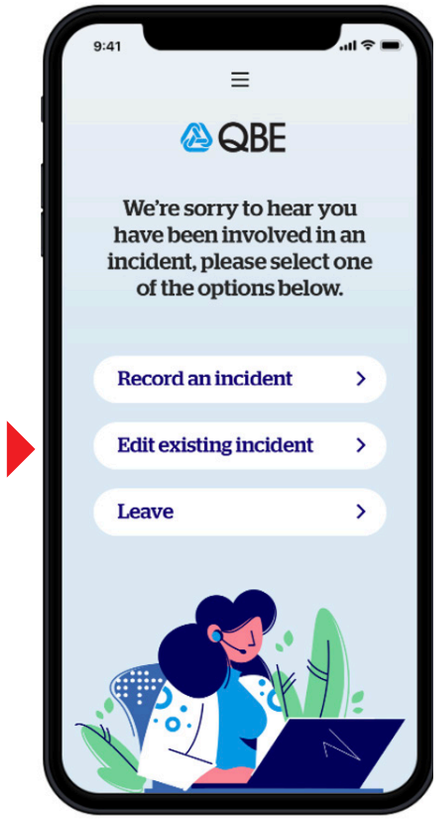


If the third party was driving a vehicle or motorbike, tell us the vehicle details if you know them.

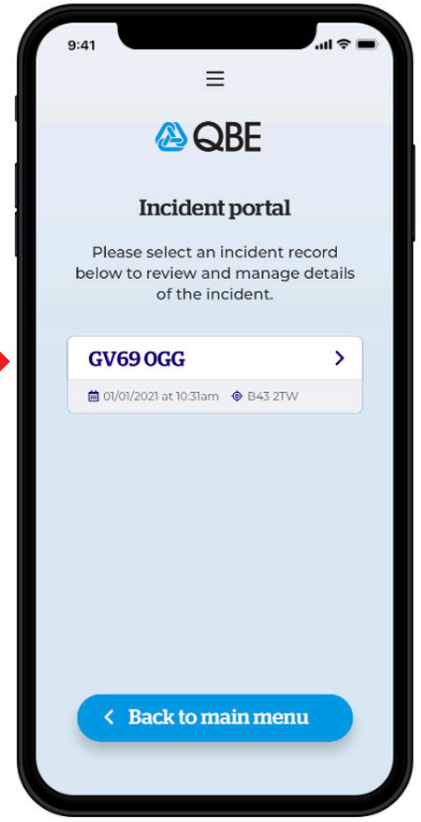


Let us know if the third party was carrying any passengers. Click **Continue** to confirm.

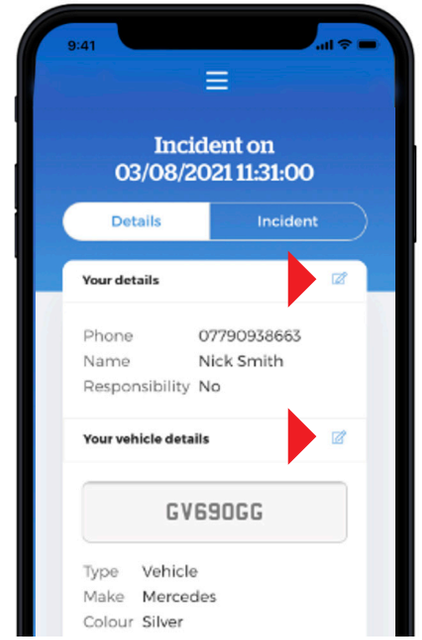
Editing your incident report

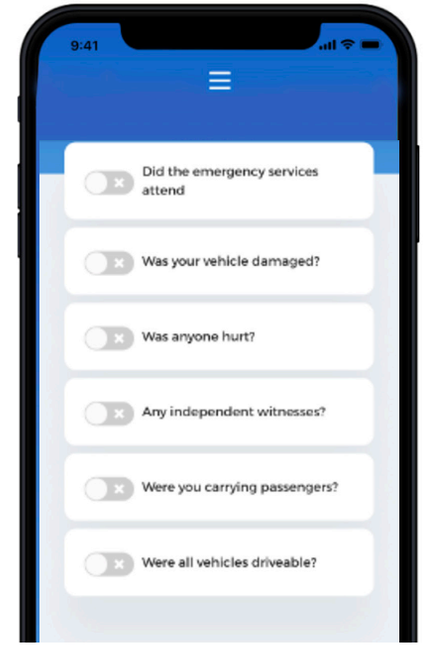


If you would like to edit an existing incident report, click **Edit existing incident.**



Select the incident report you would like to edit.





Here you can see the report you submitted to us and add further information that can help with the claim.

Click the symbol to edit your information.

QBE European Operations

30 Fenchurch Street
London EC3M 3BD
tel +44 (0)20 7105 4000
QBEeurope.com

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