

# Accident Help Guide

If you got into an accident, don't worry! This guide will help you get sorted!

## 1) Are you hurt?

- **Yes. Please call 911 and ask for police and paramedics. Health comes first!**
- No. We're glad that you're ok! You can now proceed to step 2.

## 2) Exchange information

- If your accident involves another vehicle, please exchange information with the other driver. Photographing and writing down their information is recommended. Please capture the following info:
  - Other driver's name and driver licence number.
  - Other vehicle's licence plate number, make, model, and year.
  - Insurance policy number.

## 3) Accident information

- If there are witnesses, record their names and contact information
- Take photos of the crash scene and all vehicles involved. Make sure to capture the vehicle damage and licence plates.
- Detail the crash scene:
  - What was the date, time, and location?
  - What direction were each of you travelling?
  - What was your vehicle and what lane were you using?
  - Where was the other vehicle and what lane was it in?
  - Did the accident occur during an Uber trip?

## 4) Call Roadside Assistance

- After collecting all of the above information please call Roadside Assistance.
- You can reach Roadside Assistance at **1-888-869-6828**
- Let the agent know you're driving a KINTO Share vehicle and follow their instructions.
- Roadside Assistance will assist in recovering the vehicle from the accident site.

## 5) Report incident to ICBC, Uber, and KINTO Share

- Once you've gone through all the steps above, please report the incident to ICBC, Uber, and KINTO Share using the information collected.
- ICBC - **604-520-8222** or **1-800-910-4222**
- Uber - Open Driver App -> Tap Help -> Tap the phone icon -> Tap Call Support
- KINTO Share - Please email us the details of the incident at **help@kintoshare.ca**