

Accident Procedures Advice - RAMLA

Road Accident Management & Legal Action (RAMLA)

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Below you find what do you may need in order to do to have a proper accident documentation file and how to prepare yourself before involved into a vehicle accident.

First Rule – be calm and patient, go through the entire process to ensure that you will be able to proof your claim and only accept what you can agree to in full.

If you have suffered bodily injury, ask someone to file the report according to the forms and undergo medical treatment. Make sure you retain medical bills and doctors certificate in terms of RAF (Road Accident Fund)

(All forms mentioned below, are separately available on www.ramla.co.za/download)

1. **Call the police** to take a report of the accident in any case
2. **Take all the details of the driver** of the vehicle that caused the accident (crosscheck ID to drivers licence) If there are more than on drivers involved in the accident, take details for all separately.
 - a. **full name**
 - b. **postal address** – including postal code
 - c. **physical address** – including postal code
 - d. **telephone landline and cell** – check the number by calling at the place of accident, to make sure you got the right contact!
 - e. **Fax or e-mail**
3. **Check the driver's licence** of the respective driver and note class and validation. Cross check with the details given on personal details and ID, to ensure that both are the same.
4. **Note car details**
 - a. Reg. No.
 - b. Make
 - c. Type
 - d. Colour
 - e. Mileage
 - f. Year
 - g. find out who is the owner of the car, and note all the contact details if the driver is not the owner
 - h. draft a brief description of the general conditions of the car which caused the accident and take photographs if possible

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5. **Take car owners details.** If it is a company, take details of the company too and as full as you can. (i.e. my company cc – or (PTY) LTD etc.) Find out who is the responsible manager/CEO of that company.
 - a. **full name**
 - b. **postal address** – including postal code
 - c. **physical address** – including postal code
 - d. **telephone landline and cell** – check the number by calling at the place of accident, to make sure you got the right contact!
 - e. **fax or e-mail**

6. **Take the details of the scene of accident:**

Accident happens at:

 - a. Date:
 - b. Time
 - c. Village/Town - Suburb – Postal Code
 - d. Street/Place – Reference Street/Place (corner of “a” street and “b” place)
 - e. House no / Ref. Building
 - f. Accident Report No (AR)
 - g. Police Station and officer in charge

7. **Try to get a written statement, that the driver who caused the accident is the responsible person for the damage.** (Take note that in most events, a driver will be much more co-operative in acknowledging his fault and provide you with a statement than when he is at home after having listened to everybody’s advice. Take at least a statement as: (i.e. Mr./Mrs bumped into my car at date and time at location and damaged the rear section of my car.)

8. **If the driver tell you, he is driving the vehicle caused the damage in his duty of employment, get a statement to proof his employment.** To get this statement now, including the full details of the employer/company, will help you to avoid lots of possible struggle to motivate the employer to accept liability for the employed. – *Very important and helpful* -

9. **Take photographs of the complete incident,** including your vehicle and the other accident vehicles, the surrounding, the people, the police and take detailed photographs of your damage. Take pictures of the driver causing the accident and of other passengers or potential witnesses. If you find witnesses to your favour take their details.

10. **Try to motivate the police officer in charge to make a statement of the accident** with the police report, (section brief description - i.e. the car “b” bumped into car “a” while I was waiting at a traffic robot) and try to manage that all the driver/s involved in the accident and yourself, sign that section separately on the police report. If you can achieve this statement you will have a great advantage to oppose later fabricated versions or amendments of the other party and/or their representatives, such as insurance companies or attorneys.

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11. Try to **get a copy of the police report** right after the accident, by guiding the police to the police station. If this will not be accepted by the police officer, make a note of the police officers details and rank, the police station he/she belongs to, including telephone and fax number to get the initial file registration number. The file registration number is very important for your claim when tracing the police file, if necessary.
12. **File the third party affidavit** if you are not covered by insurance etc. for your damage and let the commissioner of oath (Police Station) sign the affidavit, in which you declare that you are not covered for this damage by a third party.
13. **Get a copy of the police file**, either from the police station office or if they direct you to a central registration, than obtain the file there. It may cost you a fee for obtaining the report, but you have to present the accident report to RAMLA to enjoy the service. **Don't rest before you got that copy.**
14. **Collect one to two quotes** for repair of the damage from different Panelbeater. Take care that only the damage out of this accident will be included in the quote. You go to high risk, if you try to make a benefit out of the damage. Find out if the market value is higher than the cost for damage repair. But take care that the quotation will be sufficient to repair your damage. If i.e. the two quotes differs significant, rather go for a third one. Do not present any of your documents to the wrongdoer or their representatives if you are not sure that will not have a negative impact. Consult your adviser.
15. **File and sign the power of attorney** form that enables RAMLA to act on your behalf in this specific matter.

We know that the above is a massive work and will take your time. But it will be very essential for your success and as better the above had been followed how better your chanced to avoid unwanted hassle.

This will be your main tasks to ensure that your claim and the following management of RAMLA will have a chance of success. Compile the complete accident file (hold a copy for your folder) and submit all to RAMLA. Use the RAMLA checklist to make sure you have nothing forgotten.

Now RAMLA starts working for you and fights for your full compensation.

Disclaimer: Please take note that the above are only advices and RAMLA cannot be held liable for any losses or damages or what so ever, if occurring because the above advice had been wrong of failure or in lack of details.