



# Schools Protection Program (SPP) Automobile Claims Reporting Guidelines\*

When you are involved in an accident, **do not** automatically report to ICBC. Please refer to the chart below for instructions on how to report. All claims **must** be reported by email and further instructions are found on the reverse side of this card.

## Who do I report the claim to?

Injury to persons		ICBC
Collision	SPP	
Comprehensive	SPP	
Windshield	SPP	
Liability (i.e. causing bodily injury or property damage to others)		ICBC
Hit and Run	SPP	
Combination of physical damage (i.e. collision or comprehensive) <u>and</u> liability	SPP	ICBC

- ! **Collision** means impact with a moving vehicle or an inanimate object such as a parked vehicle, a structure, a tree, or surface of the ground.
- ! **Comprehensive** means anything other than collision, such as impact with an animal, fire, theft, or vandalism.
- ! **Windshield\*\*** means a chipped, cracked, or broken windshield.
- ! **Liability** means the responsibility for causing bodily injury or property damage to others while using a motor vehicle.
- ! **Hit and Run** claims should be reported to the police. Please ensure you make note of the police file number.

\*More complete information around the SPP Automobile Claims Reporting Guidelines may be accessed on the [SPP website](#) under the **Automobile** section.

\*\*SPP reimburses for repair or replacement of windshields and no estimate is required. Please complete the [New Claim Report](#) (as described on the reverse of this card) and submit a copy to the Transportation Department at your district and they will guide you through the repair process.



## STEPS TO TAKE AFTER AN ACCIDENT

Proper reporting will assist us in adjusting the claim efficiently, effectively, and economically. If you have any questions during the reporting process, please contact SPP Claims at 250 356-1794 or [RMBClaims@gov.bc.ca](mailto:RMBClaims@gov.bc.ca)

### Collect the following information at the scene of the accident:

- 1) Full legal name of the other driver involved and driver's license number;
- 2) Contact information for the other driver (e.g., phone number, mailing address and email);
- 3) License plate number, make & model of the other vehicle;
- 4) Insurance details for the other driver which includes the name of their insurer and their policy number;
- 5) Date and time of the accident;
- 6) Names of any witnesses and their contact information (e.g., phone number, mailing address and email);
- 7) If the police are involved, please note the file number provided, and;
- 8) If possible to do so safely, take pictures to document the scene.

### After the accident, please report as follows:

Go to the [SPP website](#) and click on the fillable [New Claim Report](#) under the [Automobile](#) section. This report must be completed for each and every claim regardless of type. **\*\*NOTE: All reports to ICBC for physical damage repairs must occur within 90 days of the event\*\***

- 1| Per the instructions on the reverse of this card, determine what type of accident you have been involved in. If assistance is required, please contact SPP Claims at 250 356-1794 or [RMBClaims@gov.bc.ca](mailto:RMBClaims@gov.bc.ca).
- 2| Complete the [New Claim Report](#) with as much detail as possible as per the checklist above. Don't forget to include a description of the accident and a simple diagram on page 2 of that form.
- 3| Send the [New Claim Report](#) to SPP or ICBC per the chart on the reverse. Please do not send to both SPP and ICBC unless there is physical damage to the vehicle and/ or bodily injury or property damage caused to others (i.e. liability).
- 4| All claims must be reported via email to the following addresses with the [New Claim Report](#) attached:
  - Submit **SPP** claim report to: [www.incident-request.org](http://www.incident-request.org)
  - Submit **ICBC** claim report to: [fleet.claims@icbc.com](mailto:fleet.claims@icbc.com)
- 5| Once the [New Claim Report](#) has been received, a claims examiner will be assigned to adjust the claim.