

Dear Valued Customer,

In case of an accident on your leased vehicle please follow the below procedures.

Accident with another Vehicle:

Step 1:

- A. Call the police
- B. Alternatively, you may accompany the other driver to the police station and collect the original accident report from the Traffic Police Station
- C. Let the police officer visit the place of accident
 - 1) Policeman will document the details of the accident and open a traffic case
 - 2) In case of severe damage to the vehicle where the vehicle is not in operational condition, contact break down services (AAA or other) for removal of the vehicle from the scene of the accident.
 - 3) Next, wait for the SMS message, which you should receive from the Traffic Department with accident reference number. Usually you will receive it the next day of the accident. You may print the police report, using case number provided in SMS, from Traffic Enquiries section of Ministry of Interior website www.moi.gov.qa

Step 2:

- A. Once you have the original accident report or an SMS with the accident reference number, please call our claim handling company "AAA" at their 24/7 hotline numbers (44810500 – 44810400)
- B. Advise AAA about the accident and that the vehicle is under NBK Services name. Set a date and time for the pick of the vehicle from your location.

Next steps:

- 1) AAA representative will collect the vehicle along with police report/case number from your location
- 2) AAA will visit the insurance company, show the car with the damages, and open the insurance file.
- 3) After that, AAA will visit the body shop to drop the vehicle for repair and return the vehicle upon completion
- 4) In some cases (e.g. parts not available) vehicle repair date will be rescheduled and you will be advised accordingly
- 5) In case of the latter, on the repair due date, AAA will visit you to collect the vehicle, drop it at the body shop, and then return upon completion.

Accident due to own damage or against anonymous third party damage:

Step 1:

- A. Call NBK Customer Services department on 40401555 (duty hours are 8.00 AM to 6.00 PM, Sunday to Thursday.) to explain details of the accident for them to prepare No Objection certificate (NOC)
- B. Once NBKS prepares the NOC, please collect the original and with it visit the Insurance company office, where police officer will inspect the vehicle and open a case file
- C. Beema Insurance office is located at **ABU HAMOUR BRANCH (MOTOR CLAIM DEPARTMENT)** QIC building, next to Aramex building Phone: +974 4405 0555 <https://goo.gl/maps/FmPPHfYgeXv> (location map)
- D. Once you receive an SMS with the accident claim file number please follow same procedure as **Step 2** above.

For any inquiries, please feel free to contact our Customer Service department at 40401555 (duty hours are 8.00 AM to 6.00 PM, Sunday to Thursday).