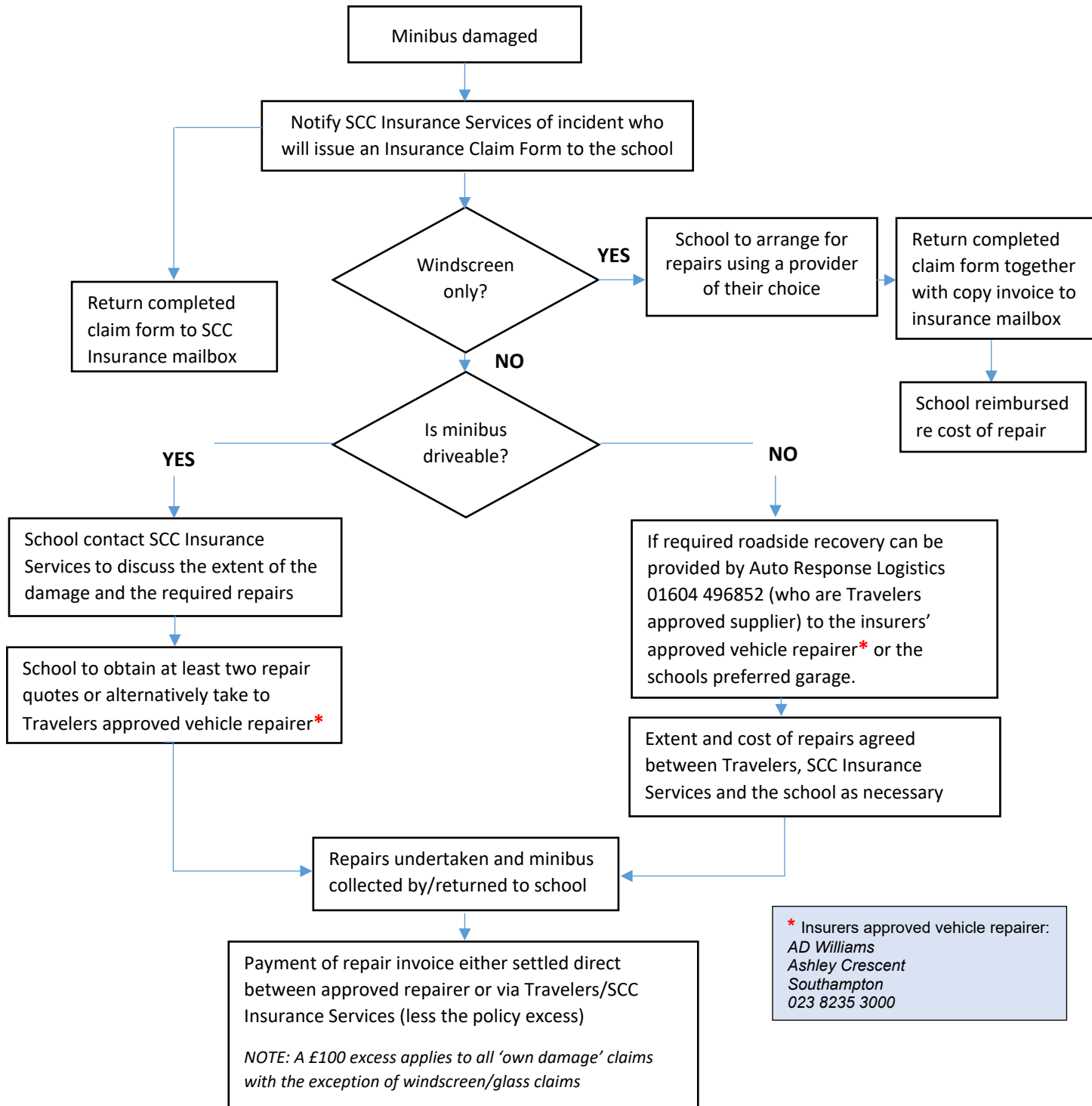


SCHOOL MINIBUS – INSURANCE CLAIMS PROCESS

The following flowchart explains what to do in the event of your school minibus being damaged. All accidents and incidents must be reported to the council’s Risk & Insurance Services Section at the earliest opportunity (insurance@southampton.gov.uk or 023 8083 2381 / 2093 / 2835) particularly if any persons were injured and/or another vehicle was involved. **Travelers Insurance Company** are the council’s motor insurers from 1st April 2020.



NOTE: For emergency situations an out of hours claim can be reported direct to insurers via their Claims Hotline on 0800 587 8388 or to reportclaim@travelers.com. Please note however that it must also be reported to SCC Risk & Insurance Services as soon as possible.