

## Claims Procedure

### How do I make an insurance claim?

In the event of making an insurance claim, please contact the Driving Ban Assistance Customer Service Team on 0844 576 2271 who will take your details and process your claim

Please note this must be done no later than 30 days from the date of the disqualification notice, save in exceptional circumstances.

You will then be sent a claim form to complete. You will need to return this to Driving Ban Assistance within 30 days of notifying the claim together with:

- A copy of your driving licence
- Documentary evidence of the disqualification period
- A copy of your passport
- Any additional information requested by the claim administrator

Once your claim has been validated, you will be required to provide documentary evidence by way of receipts for those costs incurred for taking alternative travel. This should be sent to the claims administrator monthly together with the claim expense form you will be supplied with.

All alternative travel expenses must be submitted no later than 60 days after the expense was first incurred to be considered as part of your claim.

### What is involved in making an insurance claim?

After notifying us of your claim, we will send you a claim form, which you need to complete and return to us by post or fax. Please follow the instructions on the form.

### Can I make a claim on behalf of someone I know?

Due to the Data Protection Act, you cannot claim on behalf of another individual.

### How long is my claim likely to take?

Once your initial claim form has been received, it will be processed within two working days. You will then receive formal notification in writing.

### How can I make an enquiry about my claim?

Please telephone the Driving Ban Assistance Customer Service Team on 0844 576 2271

### How could my claim be delayed?

Your claim could be delayed if, for example, you have not completed the form correctly or not included all the requested documentation.

We may need to contact you to clarify a point on your claim form. Please ensure you provide a daytime contact telephone number and email address if you have one, on your claim form for this purpose.

## Contact Us

You will find most questions answered at **Frequently Asked Questions**. Please read there first before continuing below.

We welcome all queries and questions. Please contact us at:

**Email:** [info@drivingbanassistance.co.uk](mailto:info@drivingbanassistance.co.uk)

**Fax:** 0844 576 2333

**Post:** Driving Ban Assistance, PO Box 116, Ryde, PO33 2WX

**Tel:** 0844 576 2271 Monday to Friday 9:00am-5:30pm

Please be assured that we treat each enquiry with confidentiality and that we will endeavour to answer you as fully and promptly as possible. Any information provided will only be used for the purpose for which it was submitted.

Driving Ban Assistance is a trading name of Citymain Administrators Limited, Lion House, Red Lion Street, London, WC1R 4GB

For further information please see **Legal** and **Certificate of Insurance**