CLAIMING FOR VEHICLE DAMAGE AGAINST THE DEPARTMENT FOR INFRASTRUCTURE

FURTHER INFORMATION

(Please read, detach and retain for future reference)

[A] What documentation should I provide to support my claim?

It is important that you answer all the questions on this form in full, otherwise we will not be able to begin our investigation into your claim and this claim form may be returned to you to complete. You must also provide the following supporting evidence:

- photographs (see section B and questions 10 & 12)
- sketch/map (see question 11)
- receipts/estimates (see section C and question 13)
- rental agreement if appropriate (see question 19)

[B] Photographs

Photographs of the damage to your vehicle are necessary for processing your claim.

Providing clear, dated photographs will help with quicker processing. Photographs of the defect (that is, the problem on the road or street) and incident location for your vehicle damage claim should only be taken if it is safe to do so. Before taking photographs of the defect and incident location you should consider things such as:-

- the amount of traffic.
- the speed restriction of the road.
- your visibility to other road users.
- whether the area is well lit if you're taking photographs during the hours of darkness.
- if it possible to take photographs from a footway (pavement) or from within your vehicle.

At all times, you must consider the risks involved in taking photographs of the defect and incident location before doing so. If you can provide photographs of the defect and incident location, try to include:

- close-up shots of the defect - that is, the problem on the road/ street that caused the damage/ injury; and
- the defect at a distance and in the context of the surrounding area

If you have any difficulties taking photographs of the defect or incident location due to safety concerns, a mobility issue or disability, contact DfI Roads Claims Unit using the details below.

[C] Receipts/estimates

You should keep the damaged parts/ items as these may need to be inspected by a representative acting on behalf of the Department for Infrastructure (DfI). For vehicle damage claims:-

- valued over £350 - receipts or three estimates/ quotations are required.
- valued below £350 - receipts or two estimates/ quotations are required.

You must keep all original receipts/ estimates about the claim, as the originals may be needed by DfI to complete your claim.

[D] How long will it take to process my claim?

The average timescale for a decision to be taken on vehicle damage claims is four months.
To investigate your claim thoroughly, the Department's Roads Claims Unit may have to check the following:-

- Highway inspection and repair records.
- Other records held by DfI Roads (e.g. public complaints).
- Whether or not a contractor or other organisation is involved.

[E] Will I have to attend a meeting at the incident site?

Provision of clear, dated photographs with your claim form showing the surrounding area may enable us to identify the exact location and, therefore, a meeting on site may not be necessary. If we cannot identify the exact location from the photographs, a meeting will be arranged with a member of DfI Roads staff so that you can show us the exact location.

[F] Inspection of damaged vehicle

In the course of our investigation, Claims Unit may employ the services of a loss adjuster to inspect the damage to your vehicle and to advise on the financial aspects of your claim. Such visits form part of our investigations and do not mean that DfI Roads is accepting liability.

In the event that you have already carried out the repairs, please retain the damaged parts and/or provide photographs of them.

[G] Referral of your claim to another party

From investigations, it may be established that a contractor or another person or organisation caused the alleged defect in question. In those circumstances details will be passed to that person or organisation to further investigate your claim.

[H] What happens next?

DfI Roads must thoroughly investigate every claim to establish whether or not it has a defence to the allegations made. When our investigations are complete we will notify you of our decision in writing. If the decision is taken to settle your claim, please note that the amount of compensation offered will be the amount estimated to return your property to the condition it was in immediately prior to the damage. There is no legal entitlement to provide "new for old", therefore the amount of compensation paid may be less than the amount claimed.

[I] Can I request a review of the Department's decision on my claim?

Roads Claims Unit will review a decision to turn down a claim. However, new evidence should be provided to justify the review. If you are still unhappy after the review and wish to challenge our decision, your right of recourse is through legal proceedings in court, within appropriate time limits.

[J] Fraudulent claims

The Department will refer all suspected fraudulent claims to the PSNI for further investigation and, if appropriate, prosecution.

[K] Complaints procedure

Please note that this complaints procedure does not deal with complaints about a liability decision in a compensation claim, as liability decisions can be challenged through the legal process. Additionally, most problems about your claim can be sorted out by the claims manager of the DfI Roads Claims Investigation Team that has been dealing with your claim. However, if, during or after the processing of a claim against the DfI you wish to complain about any aspect of how it was handled you can do so. Details of how to do this are contained in its customer charter, available at **https://www.infrastructure-ni.gov.uk/publications/dfi-customer-charter.**

Roads Claims Unit aims to issue substantive replies to 95 percent of written complaints, including emails, within 15 working days. If a full investigation is going to take longer, Roads Claims Unit will let you know the reason and when you can expect a response. Complaints are dealt with by the **Deputy Head of Roads Claims Unit** or the **Head of Roads Claims Unit**:

Address: **Roads Claims Unit, Department for Infrastructure,**
James House, 2-4 Cromac Avenue, Belfast, BT7 2JD

Tel: **0300 200 7810**

Email: **ClaimsUnit@infrastructure-ni.gov.uk**

If you are not happy with the response at that level, you may complain in writing to a Senior Civil Servant in the Department for Infrastructure within six months of the date of the response letter. The contact details for the appropriate Senior Civil Servant will be provided by the **Deputy Head of Roads Claims Unit** or the **Head of Roads Claims Unit** when they respond to your complaint. You must do this within 6 months of the initial response letter or the matter will be considered closed.

Next steps

If you have received a reply from the Senior Civil Servant and are still dissatisfied, you can refer your complaint to the Northern Ireland Ombudsman. The Ombudsman will expect you to have used the procedure outlined above before referring a complaint. You must refer your complaint to the Ombudsman within 6 months of having exhausted the Department's internal complaints system. You can contact the Ombudsman for advice by phoning (0800) 343424 free of charge, or by visiting the Northern Ireland Ombudsman's website - **http://www.nipso.org.uk**

(Instruction for the completion of the Adobe PDF claim forms)

To fill out this form and print it, Adobe Acrobat Reader Version 5.0 or later is required (free software available from http://www.adobe.com).

To complete this form:

1. Click on the appropriate Title check box in Question 1
2. Use the Tab key on your keyboard to move through the form, completing all relevant fields as you go
3. When you have completed all the relevant form fields, save the form to your computer or device
4. Email the form to: **claimsunit@infrastructure-ni.gov.uk** along with copies of any supporting documentation (please note that clear photographs of receipts or estimates are acceptable but you must retain the originals as they may be needed by the Department for Infrastructure to complete your claim)
5. If necessary, you can print and sign the completed form and post it to the address provided at the end of the form together with your supporting documentation

Department for Infrastructure
An Roinn Bonneagair
Depairtment fur Infrastructure
www.infrastructure-ni.gov.uk

FOR OFFICIAL USE ONLY

Ref No:

Claim for Vehicle Damage Compensation
Éileamh a Dhéanamh ar Chúiteamh as Damáiste ar Fheithicil

(Please read the attached 'Further Information' carefully before completing this form)

It is important that you answer all the questions on this form in full, otherwise we will not be able to begin our investigation into your claim and this claim form may be returned to you to complete. **(PLEASE USE BLOCK LETTERS AND BLACK INK)**. The issue or acceptance of this form does not imply that the Department will be liable for your claim.

1. Please provide claimant details

Title:	Miss ☐	Ms ☐	Mrs ☐	Mr ☐	Dr ☐	Other					
Full Name:											
Maiden Name:	IF APPLICABLE										
Address:											
Postcode:							Date of Birth:	DD/MM/YYYY			
Email:							Daytime Contact No:				

Preferred method of correspondence — Email ☐ Mail ☐

2. Please provide Registered Keeper details (if different from above)

Title:	Miss ☐	Ms ☐	Mrs ☐	Mr ☐	Dr ☐	Other					
Full Name:											
Address:											
Postcode:							Daytime Contact No:				

3. Please state the Make, Model, Year of Manufacture and Registration Number of Vehicle

Make:		Year of Manufacture:	
Model:		Registration Number:	

4. On what date will/did the Vehicle Licence (Motor Tax) on this vehicle expire?

Date: DD/MM/YYYY

Please enclose a copy of the Vehicle Test Certificate valid at date of incident (if applicable)

Enclosed — Yes ☐ No ☐ N/A ☐

5. Please state the date and time of the incident

Date:	DD/MM/YYYY	Time:		am/pm	

6. Please state the exact location of the incident (include house numbers and details of any landmarks at or about the incident location)

Street/Road Name:	
Town:	

Please complete overleaf

7. What caused the damage (e.g. debris lying on the road, road works, pothole)?

8. Did you previously report the cause of the incident/defect to DfI Roads? Yes ◯ No ◯

If **NO** please go to: https://www.nidirect.gov.uk/services/report-pothole or phone 03002007810

Insert reference number provided:	W

9. Are you aware of any works carried out at the site of your incident? Yes ◯ No ◯

If Yes, provide further details

10. If it is safe to do so, please provide photographs (see Section B above) of the incident location showing

• a close-up of the defect
• the defect at a distance and in the context of the surrounding area

Have you attached **BOTH TYPES** of photographs requested above? Yes ◯ No ◯

Please mark photographs with an arrow (⟶) to indicate the direction of travel and X to show the exact spot where the incident happened.
Please state the date and time the photographs were taken and by whom

Date:	DD/MM/YYYY	Time:		am/pm	
Name of Photographer:					

11. Please provide a sketch to help identify the location or alternatively include a separate map/sheet

Please include as many identifying features as possible, for example, street names, house numbers, street light numbers. Please use an arrow (⟶) to indicate the direction of travel and X to show the exact spot where the incident happened.

Have you attached a separate map/sheet to help identify the location? Yes ◯ No ◯

Sketch	IF APPLICABLE PLEASE FILL OUT MANUALLY ONCE DOCUMENT HAS BEEN PRINTED

12. Please give details and provide photographs, if available, of the damage to your vehicle

Please state the date and time the photographs were taken and by whom

Date:	DD/MM/YYYY	Time:		am/pm	
Name of Photographer:					

13. How much do you estimate it will cost/or has it cost to repair the damage?

Cost(£):	

Details:	

Has the vehicle been repaired? Yes ◯ No ◯

If repairs have been carried out please send the original, dated, marked paid receipts. If the work is still to be done please submit 3 estimates detailing the work, or 2 estimates if the cost of repair is valued at less than £350 - see section C above.

14. Please specify who is responsible for paying for repairs Registered Keeper ◯ Claimant ◯

15. Is the person responsible for paying for the repairs VAT registered and eligible to reclaim the VAT element of the cost of the repairs/replacement items from HMRC?

Yes ◯ No ◯

16. If the answer to the above question is Yes, please confirm which items the person responsible for paying for the repairs WILL be claiming VAT back on?

Details:	

17. Have you lodged a claim for this incident with an insurance company?

Yes ◯ No ◯

If so, please provide details.

Name of Insurance Co:	
Reference/Policy No:	
Address:	

18. Where an insurance company has compensated, or will be compensating you for costs of repair to the vehicle, are you claiming excess amount only?

Yes ◯ No ◯

If you answered **Yes** to the above question please provide evidence of your insurance excess.

Please detach “Further Information” and complete overleaf

19. If your vehicle was off the road were you provided with a rental/hire car? Yes ◯ No ◯

If **YES**, please provide all relevant documentation, including the rental agreement

20. Was the incident reported to the police? Yes ◯ No ◯

If yes, please supply details

Date Reported:		Incident Number:	
Station:			
Officer's Name:			

21. DECLARATION
Please now read the declaration below and sign this form.

In the circumstances stated, I now claim compensation from the Department for Infrastructure.
I am willing, if requested, to meet a representative to point out the exact incident location.

I understand that it is the Department's duty to refer all suspected fraudulent claims to the Police Service of Northern Ireland, together with the claim form and all supporting documentation.

DATA PROTECTION STATEMENT

I agree that the personal information I provide on this form will be processed by the Department's Roads Claims Unit (Data Controller) and its Data Processors for the purposes of managing and operating claims handling and any related legal proceedings, or prospective legal proceedings. This may include sharing your personal information with other departments/agencies/contractors/utilities (for example - gas, water, electrics and telecoms)/other parties. The Department may use non-personal statistical data collected for analysis and to plan for future claims handling and any related court proceedings. The Department may also use personal data collected to investigate suspected fraud.

For information on the Roads Claims Unit Privacy Notice please use the following link - **https://www.infrastructure-ni.gov.uk/dfi-roads-claims-unit-privacy-notice** or contact us using the details below.

I declare that in completing this compensation claim form I have made a full and frank disclosure and that the information and comments provided are true and accurate to the best of my information, knowledge and belief.

Signature:		Date:	DD/MM/YYYY

Please email the completed form with your supporting documentation to the email address given below. Alternatively, sign and print the form and send to the address shown below with your supporting documentation.

Roads Claims Unit
Department for Infrastructure
James House
2-4 Cromac Avenue
Belfast
BT7 2JD

Tel: **0300 2007810** Email: **ClaimsUnit@infrastructure-ni.gov.uk**
Web: **https://www.nidirect.gov.uk/articles/how-claim-compensation-due-problem-road-or-street**