

Darwin®



Welcome to Darwin's May Newsletter

Have you started planning a summer of adventures yet? Maybe you're heading off on a day trip to the coast, spending time at a music festival, or enjoying a mini break?

Wherever you're going, if a long journey is involved, you'll want to make sure whoever is driving is ready for the task ahead.



Brush up on your driving abilities

If you're planning a long journey and want to sharpen your skills first, an Advanced Driving course could be for you. Learning to drive isn't just about passing your test; it's about building up years of experience and awareness of the road.

That's where an Advanced Driving course can help, and there are different options available.

If you've recently passed your test, one to consider is [Pass Plus](#). This DVSA-recognised course helps build practical skills that aren't covered in a standard driving test, such as driving at night or on motorways.

But it's not just new drivers who may benefit. Organisations like [RoSPA](#) (The Royal Society for the Prevention of Accidents) and the road safety charity, [IAM RoadSmart](#), offer advanced driving courses for anyone who wants to improve their skills. These courses can help build confidence and teach drivers how to plan ahead, stay calm and respond to unexpected situations.

Keeping calm is key

Unfortunately, road rage incidents are all too common these days, but feelings of stress, anger and frustration won't help your driving, which is why staying calm and in control is key.

Here are our top tips on avoiding road rage:

- Allow plenty of time for your journey. You don't need the extra pressure of running late.
- Check your route. Make sure you know exactly where you're going and how long it should take to get there.
- Plan your parking. Jostling for space in a packed car park or driving around in circles looking for a spot is enough to try anyone's patience, so make sure you plan ahead.
- Forgive and forget. If another driver annoys you, take a deep breath and move on. Don't retaliate; it could escalate the situation.
- Let them go. If someone is driving too close behind you or trying to get past, find a safe place to pull over and let them pass. It's far better to let them go than risk an accident.

Make your car your happy place

Before you set off, make sure you're well rested and have everything you need for the trip. You may want to create a playlist of your favourite tunes, adjust the air conditioning so it's set at the right temperature, and even pack some tasty snacks and a bottle of cold water. Finally, be sure to plan in plenty of rest stops to break up the drive, and you'll be ready to hit the road!

Important update: Changes to our contact centre opening hours

Starting from the **1st June 2026**, we're making some changes to our contact centre opening hours to ensure support is available at the times customers use it most. We'll continue to provide easy and convenient ways to contact us through our Live chat:

Contact Centre opening hours

Monday to Friday: 8am – 6pm

Saturday: 9am – 5pm

Sunday: Closed

Bank Holidays: 9am – 6pm

Live Chat (extended availability)

Monday to Friday: 8am – 6pm

Saturday: 9am – 5pm (*now extended*)

Sunday: Closed

Bank Holidays: 9am – 6pm

24/7 online access

You can still manage most things quickly and easily at any time through your [online portal](#), including:

- Making payments
- Changes to your policy
- Viewing documents
- Updating personal details
- Finding answers in our Help Centre

Tell us what you think

We'd love to hear your thoughts about our newsletter. Add your rating and comments below.



My Account Area

As a customer of Darwin, you have your own personal account area where all your documents and details are stored.

This is the quickest way to check your details and make changes like adding a driver or updating your personal details.

[Login Now](#)

With best wishes,

The Darwin Team

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