



Welcome to Darwin’s February Newsletter

This is the one email we hope you'll never actually need — our step-by-step guide on how to make a car insurance claim. We've also included an update on the Government's newly announced road safety strategy, plus some common reasons that customers could invalidate their policy.

If your car is ever involved in an incident, you'll find everything you need to know right here. Hopefully you'll never have to use it, but if you do, you'll be glad you kept reading.



Keep calm and check everyone is safe

Try to stay calm. If other people or passengers are involved, make sure everyone is safe. If anyone needs help, contact the emergency services immediately.

The moments after an incident can feel overwhelming. Emotions may be high, and it's normal to feel shocked. This isn't the time to discuss who's at fault.

Gather the key details

- Collect as much information as you can about the incident:
- Details of anyone involved — name, contact information, insurer and vehicle registration
 - Witness information — anyone who saw what happened
 - Photos of the scene, but only if it's safe to take them
- Once you've gathered the essentials, get in touch with our claims team:
- Claims Helpline: 0345 246 2089
 - Monday to Friday 8am – 9pm
 - Saturday 9am – 5pm
 - Sunday 10am – 5pm
 - Bank Holidays 9am – 5pm
 - 24-hour Accident Recovers: 0800 051 9958
 - 24-hour Windscreen Claims: 0800 328 9150
 - 24-hour Motor Legal Helpline: 0370 024 0131 (for Dawin Gold and Platinum customers)

Please Remember:

Sometimes motorists unintentionally invalidate their insurance, which can prevent them from claiming when they need to.

Common reasons include:

- Failing to inform us of modifications made to your car
- Not informing us of previous or new driving offences or penalty points for all insured drivers
- Having incorrect or outdated information on your documents
- Failing to maintain or secure your vehicle properly

Always let us know about any changes to your car, your personal details or your driving licence status so we can keep your policy accurate and up to date.

NEWSFLASH: A new Government road safety strategy

- The Government has announced its first road safety strategy in over a decade, with a major focus on reducing deaths and serious injuries on Britain's roads. Key points include:
- A target to cut deaths and serious injuries by **65% by 2035**
 - Consultations on a minimum learning period for new drivers, eye tests for older drivers and lowering the alcohol limit
 - A renewed focus on tackling speeding, drink and drug driving, seatbelt non-use and mobile phone distractions
 - A review of the drink-drive limit in England and Wales, which has remained unchanged since 1967 and is currently the highest in Europe

You can read the full announcement here:
[Thousands of lives to be saved under bold new Road Safety Strategy - GOV.UK](#)

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