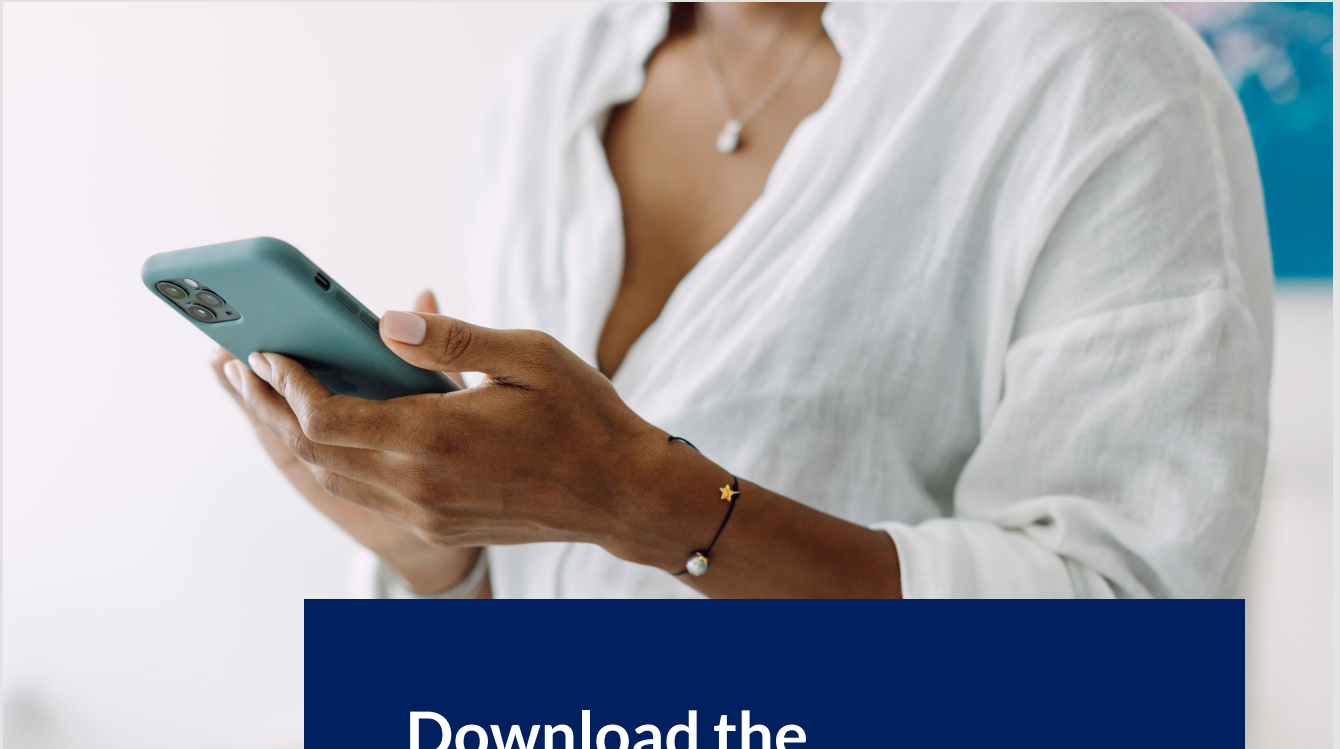




**Welcome to a step-by-step guide
to our SMART claims process.**

To keep your personal data safe, we will ask you a series of data protection questions to identify the policyholder and vehicle when contacting us by phone. Please have this information to hand.



Download the AutoProtect App

- Claims on SMART insurance policies are handled using the AutoProtect App.
- Search 'AutoProtect' in your App Store, or use our App online.

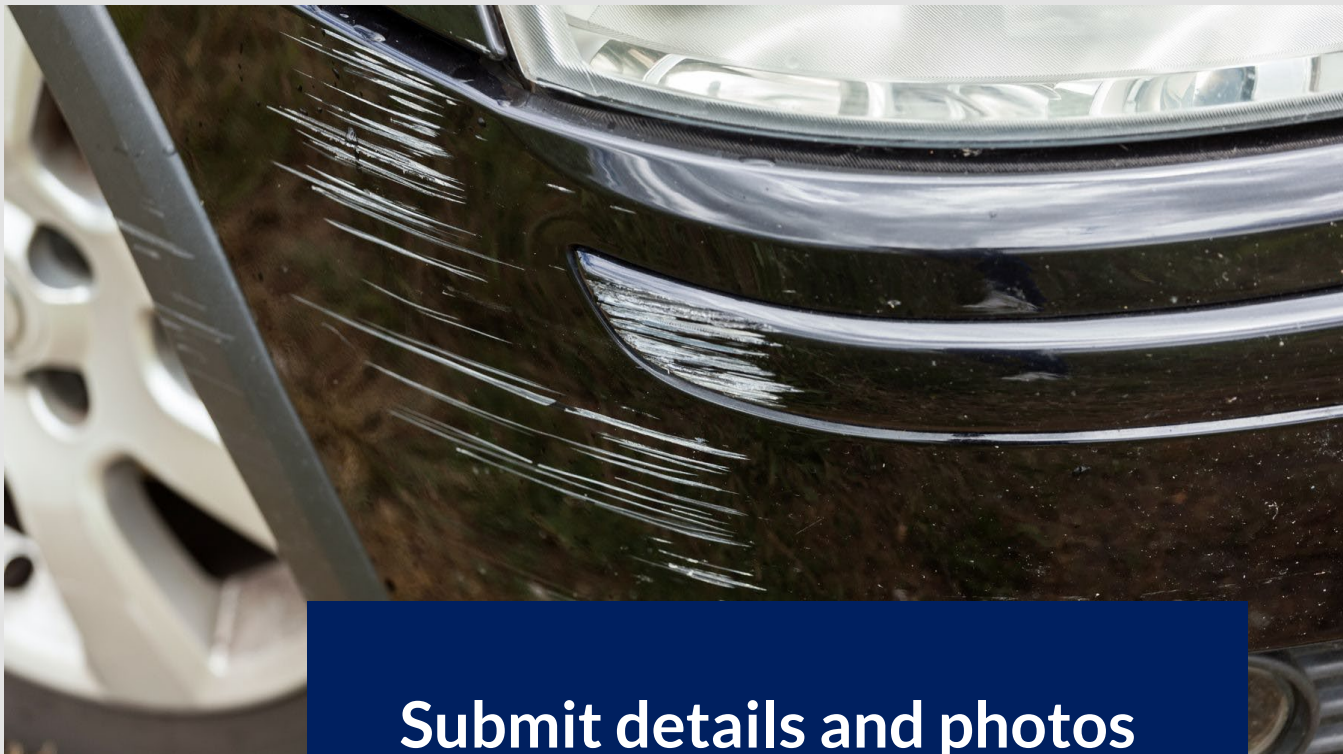
[Use App online](#)

- If you are unable to use our App, call us on 01279 456 500.

Data Protection

We must receive permission from you if you wish us to speak to another person about your claim. Please let us know their name, contact number and email address by email: customersupport@autoprotect.net.

For data protection reasons, they will need to provide your name, post code, first line of your address and your vehicle registration number when calling.



Submit details and photos of the damage

- Follow the prompts on screen on the App.
- Tell us where the damage is located, the type of damage and when you noticed it.
- Upload two photos of the damage to your vehicle. One close up and one further away.



Book your repair

- Most claims are approved within minutes if they meet our coverage criteria.
- Once approved, select a time and date for your repair from the available slots shown on the App.
- If your claim can't be approved immediately, it will be passed to a handler to review.



Prepare for repair day

- Our expert repairer, Shine!, will be in touch ahead of your repair appointment to confirm the final details with you.
- If you need to change your repair appointment, you can do so using the App.



Aftercare



To get the best out of your repair, follow these simple aftercare steps:

- Avoid using mechanical car washes for the first 48 hours.
- The car can be hand washed after 12 hours only.
- After 7 days, the car can be washed and polished as normal.