



A **Toyota** Group Company

WHAT TO DO in the event of an accident

發生交通意外時應如何處理

在意外現場

- ▶ 保持鎮定，避免與對方司機研究責任問題。
- ▶ 立即報警，警方會到場紀錄有關詳情。
- ▶ 如有人受傷，應召救護車。

記下現場資料

- ▶ 問取目擊證人之資料 (參閱表一)。
- ▶ 問取對方司機之資料 (參閱表二)。
- ▶ 繪畫意外現場草圖，記下現場資料 (參閱表三)。拍攝現場照片亦有幫助。

意外發生後

- ▶ 儘快通知閣下投保的保險公司。
- ▶ 填寫由閣下投保的保險公司所提供的意外報告表格，並由閣下 (車主) 和事發時的司機簽署作實。
- ▶ 即使無人受傷，亦應在 24 小時內向警署備案。
- ▶ 收到任何由警方或其他方面發出的信件時，應立即交給閣下投保的保險公司，切不可私下回覆。

修理汽車

- ▶ 如需拖車服務，請致電本公司特為客戶而設的 24 小時緊急拖車服務 (電話：(852) 2811 0228)，或於車輛狀況許可下將車輛駛到元朗車身維修及噴油中心 (地址：元朗屏山橋頭圍 410 地段橋發街 25 號)。
- ▶ 本公司會先提交維修報價表予閣下投保的保險公司批核，才為閣下的車輛進行修理。

失竊

- ▶ 倘閣下的車輛及 / 或汽車零件及 / 或車內財物被竊，應立即向警方報案。
- ▶ 報警後隨即通知閣下投保的保險公司。

注意：此小冊子之內容僅供參考，投保人應細閱閣下之保單，詳細了解其內容及條款。

皇冠汽車有限公司保留更改以上細則或服務之權利，如有更改，恕不另行通知。

At The Scene Of The Accident

- ▶ Keep calm and refrain from discussing with the other driver who was responsible for the accident.
- ▶ Call the police immediately and they will take down all the necessary details.
- ▶ If someone has been injured, call an ambulance.

Collect Relevant Details About The Accident

- ▶ Information on witness(es) (please refer to Table 1).
- ▶ Information on the other driver(s) (please refer to Table 2).
- ▶ If possible, make a rough sketch of the accident scene and a note of the accident details (see Table 3). A photograph would also be helpful.

After The Accident

- ▶ As soon as possible, notify your insurance company of the accident.
- ▶ Complete the accident form provided by your insurance company and ensure that it is signed by you and, if different, the person driving your car at the time of the accident as well.
- ▶ In cases not involving personal injury, you are recommended to report the accident to any police station within 24 hours.
- ▶ All communications regarding the accident from the police or any other party should remain unanswered and be forwarded to your insurance company without delay.

Repairing Your Car

- ▶ Please call our 24-hour Emergency Towing Service on (852) 2811 0228 to have your car towed to our Yuen Long Body and Paint Centre. Alternatively, if the condition of the car allows you to do so, drive to the centre, which is located at 25 Kiu Fat Street, Lot. 410, Kiu Tau Wai, Ping Shan, Yuen Long.
- ▶ We will prepare a detailed estimate of the costs which has to be submitted by your insurance company prior to the commencement of repair work.

Theft

- ▶ If your car and/or some accessories and/or property inside the car are stolen, you should report the case to the police immediately.
- ▶ A report should then be made to your insurance company.

表一：目擊證人資料 (可不止一人) Table 1 : Information About The Witness (es)

姓名 Name: 身份證號碼 I.D. Card No.:

地址 Address:

電話號碼 Telephone No.: (手提 Mobile) (住宅 Home)

表二：對方司機資料 Table 2 : Information About The Driver(s) Of The Other Vehicle(s)

姓名 Name: 身份證號碼 I.D. Card No.:

地址 Address:

電話號碼 Telephone No.: (手提 Mobile) (住宅 Home)

車輛登記號碼 Vehicle Registration No.: 車身顏色 Exterior Color:

汽車牌子 / 型號 Brand/Model:

駕駛執照資料 Driving Licence Information: (a) 執照號碼 Number:

(b) 簽發日期 Date of Issue: (c) 有效期至 Licence Expiry Date:

保險公司名稱 Name of Insurance Company:

保單編號 Insurance Policy or Certificate No.:

表三：意外現場資料 Table 3: Accident Details

意外發生日期 Date of accident (DD/MM/YY)	時間 Time	<input type="checkbox"/> 上午 AM	<input type="checkbox"/> 下午 PM
路面情況 Road conditions	<input type="checkbox"/> 乾 Dry	<input type="checkbox"/> 濕 Wet	<input type="checkbox"/> 爛地 Loose Surface
意外地點 Where did the accident occur ?			
天氣情況 Weather conditions	<input type="checkbox"/> 晴 Dry	<input type="checkbox"/> 雨 Wet	<input type="checkbox"/> 霧 Foggy 其他 Other:
現場光線 Light conditions	<input type="checkbox"/> 日 Day Time	<input type="checkbox"/> 夜 Night Time	<input type="checkbox"/> 黎明 Dawn <input type="checkbox"/> 黃昏 Dusk
意外現場設施 Traffic controls	<input type="checkbox"/> 交通燈 Traffic Light	<input type="checkbox"/> 讓路 / 停車標誌 Give Way/Stop Sign	
	<input type="checkbox"/> 輕鐵 / 電車交匯處 Rail Crossing	<input type="checkbox"/> 迴旋處 Roundabout	
其他(請註明) Other (Give Details):			
意外發生時閣下車速 At what speed were you travelling when the accident occurred ?	km/h		
估計對方車速為 What was the estimated speed of the other vehicle(s) ?	km/h		
現場車速限制 What speed limit applied ?	km/h		
當時閣下發出什麼燈號 / 手勢 ? What signal was given by you ?			
對方司機發出什麼燈號 / 手勢 ? What signal was given by other driver(s) ?			
閣下最早見到對方汽車時雙方距離 ? What distance away was the other vehicle(s) when first seen by you ?			
閣下座駕毀壞情況 Damage to your vehicle			
其他車輛毀壞情況 Damage to other vehicle(s)			

意外現場草圖 Please make a sketch of the accident scene

符號 Plan Symbols

人 Person ○ →

閣下座駕 Your vehicle ■ →

對方汽車 Other vehicle(s) □ →

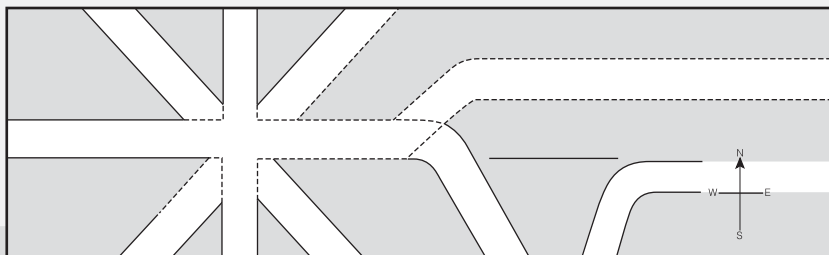
(行車方向用前箭嘴表示)

Direction of travel indicated by arrow)

意外發生地點 Point of impact X

註明：1. 交通標誌 2. 街道名稱 3. 街燈編號

SHOW: Traffic signs/Street names/Lamp post and no.



總行 – 香港北角威非路道18號萬國寶通中心21樓 • 電話：2562 2226 • 圖文傳真：2811 1060 • www.crown-motors.com

日野維修中心 – 荃灣柴灣角街84號順豐工業中心1樓 • 電話：2828 4545 • 圖文傳真：2402 3043

元朗屏山橋頭圍橋旺街DD124地段707 • 電話：2841 8520 • 圖文傳真：2520 3289

顧客體驗部熱線 • 電話：2880 1395

24小時緊急拖車服務 • 電話：2811 0228

Headquarter - 21/F, Citicorp Centre, 18 Whitfield Road, North Point, HK. • Tel: 2562 2226 • Fax: 2811 1060 • www.crown-motors.com

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DD.124, Lot. 707, Kiu Wong Street, Kiu Tau Wai, Ping Shan, Yuen Long, NT. • Tel: 2841 8520 • Fax: 2520 3289

Customer Experience Hotline • Tel: 2880 1395

24 hours Emergency Towing Service • Tel: 2811 0228

