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 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 questions 12 & 14)
• sketch/map (see question 13)
• receipts/estimates (see question 15)
• rental agreement if appropriate (see question 18)

[B] 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 (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.
[C] 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.

[D] 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.

[E] 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.

[F] 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.

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

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.

[H] Fraudulent claims

It is the Department’s duty to refer all suspected fraudulent claims to the PSNI for further investigation and, if appropriate, prosecution.
[I] Complaints procedure

Please note that this complaints procedure does not deal with complaints about a decision in a compensation claim, as decisions can be challenged through the legal process. Additionally, most problems about your claim can be sorted out by speaking to 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.

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

Address: The Claims Manager, Roads Claims Unit, Department for Infrastructure, Clarence Court, 10-18 Adelaide Street, Belfast, BT2 8GB Tel: 028 90 541409 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 Claims Unit or the Head of 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.

Web:  [http://www.nipso.org.uk](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, Tab to the end of the form where you will then be prompted to print the form
4. Once you have printed the form, provide a sketch of the accident location in the appropriate field on the form, or attach a sketch or map of the location.
5. Attach any other documents, photographs, receipts etc.
6. Read the DECLARATION on the last page and sign and date the form
7. Return the completed form to the address shown on the last page
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 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

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<th>Title:</th>
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<th>Mrs</th>
<th>Mr</th>
<th>Dr</th>
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<td>Email:</td>
<td>Daytime Contact No:</td>
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2. Please provide Registered Keeper details (if different from above)

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<th>Title:</th>
<th>Miss</th>
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3. Please specify who is responsible for paying for repairs

Registered Keeper | Claimant

4. Is the person who has paid for the repairs, or will be paying for the repairs, registered for VAT?

Yes | No

If yes, please give their VAT Registration number

VAT Number:

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

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<th>Year of Manufacture:</th>
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<td>Model:</td>
<td>Registration Number:</td>
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6. On what date will/did the Vehicle Licence (Motor Tax) on this vehicle expire?

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

Enclosed

Yes  No  N/A

7. Please state the date and time of the incident

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

8. 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:
9. What caused the damage (e.g. debris lying on the road, road works, pothole)?

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

If no please go to http://reportfaultproblem.nidirect.gov.uk/pothole.html or phone 03002007810

Insert reference number provided: W

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

If Yes, please provide further details
12. Please provide photographs 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 photographs?  
[ ] 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:

13. 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
14. 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:

15. 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.

16. Have you lodged a claim for this incident with an insurance company?  
If so, please provide details.

Yes  No
17. 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.

18. 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.

19. Was the incident reported to the police?  
Yes ☐ No ☐

If Yes, please supply details

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<th>Station:</th>
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<th>Officer’s Name:</th>
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20. 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 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 Claims Unit’s Privacy Notice please use the following link - https://www.infrastructure-ni.gov.uk/publications/gdpr-privacy-notices-dfi-business-areas, 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.

<table>
<thead>
<tr>
<th>Signature:</th>
<th>PLEASE PRINT DOCUMENT AND SIGN</th>
<th>Date:</th>
<th>DD/MM/YYYY</th>
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Please print form, provide a sketch map at Q13, receipts/estimates and photographs, if available, and sign form before sending to the address below

Roads Claims Unit
Department for Infrastructure
Clarence Court
10-18 Adelaide Street
Belfast
BT2 8GB

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