TOWERGATE **FIRSTCALL APP**

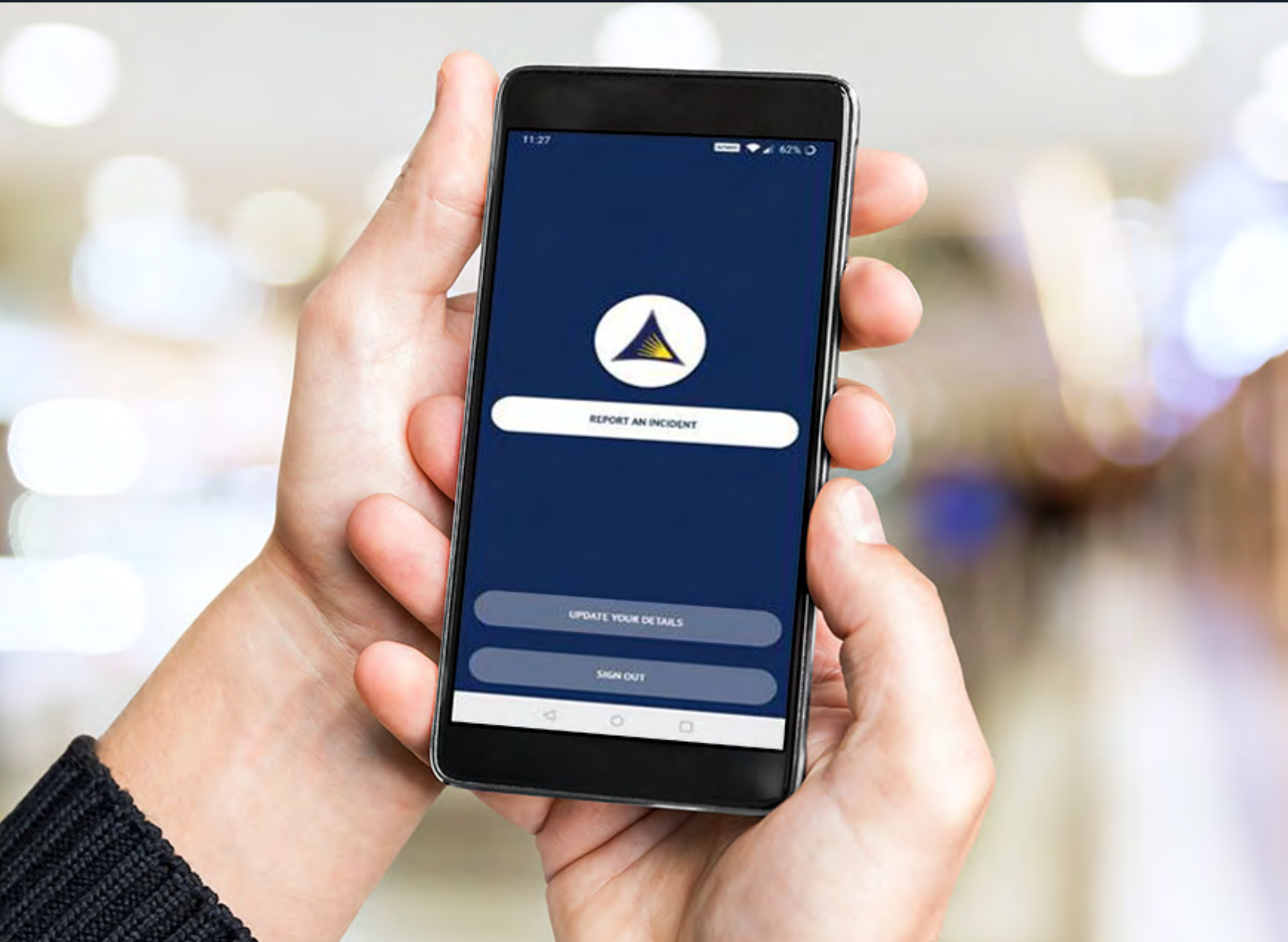

towergate insurance

TOWERGATE FIRST CALL APP

Firstly, welcome to the Towergate First Call App - a handy phone-based tool that helps take the pain out of reporting the details of a driving incident, in which you've been involved, to all interested parties such as Towergate and your insurer. And, when the speed at which you report your incident can be important in keeping claims costs down, whether it's your fault or not, this app will help quicken the process of keeping all those who need to know in the know!

INSTALLING THE APP ONTO YOUR PHONE

Install for Android

- **Open the 'Play Store' app on your Android phone**

- **Search for: 'Towergate First Call'**

- **Tap on 'Install'**

Install for iOS

- **Open the 'App Store' app on your iPhone phone**

- **Search for: 'Towergate First Call'**

- **Tap on 'Get'**

REGISTERING YOUR APP

You will need your login details and your driving licence to hand when registering your details.

1. Open the app

2. Driver Details

Please fill in your personal and licence details

Press "continue"

To get started, please provide your details.

Your full name
e.g. John Smith

Your date of birth
Select date

Your mobile number
e.g. 07700 900123

Date driving test passed
Select date

Do you have any driving convictions?

CONTINUE

3. Logging In

Simply insert the Login ID and Pin Code

You will only be requested these details at registration or if you sign out of the app

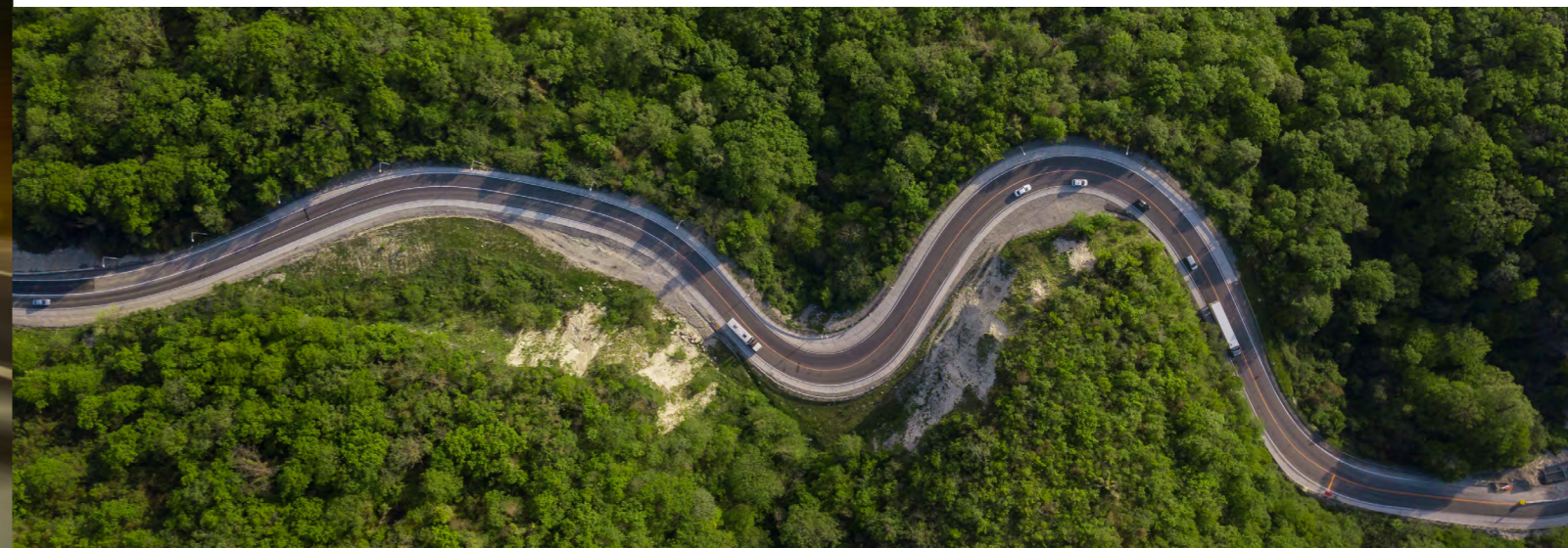Your details can be updated at any point or when notifying a claim

11:13

← Login

To sign in, please enter your logon ID and PIN code.

Logon ID

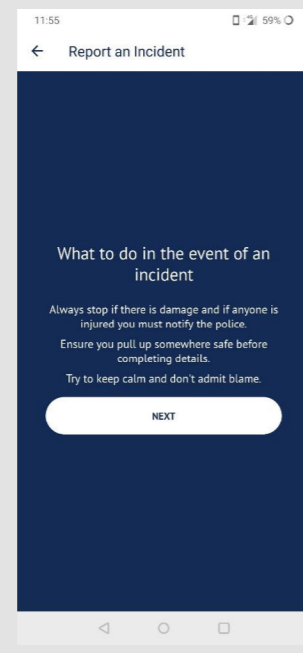PIN code

SUBMIT

4. Report an incident

Just tap 'report an incident' and you can record the details of your incident. You can also update your details using the link at the bottom of the screen.

Please ignore the sign out screen above as this will prompt you to re-enter the Logon ID when next using the app. Simply close the screen.
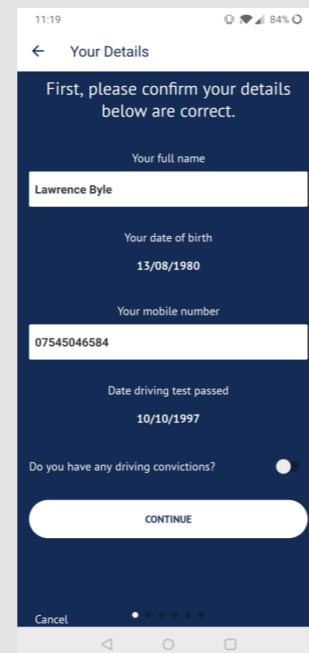
5. Reporting Safely

It's important that you read the message before tapping on 'next'
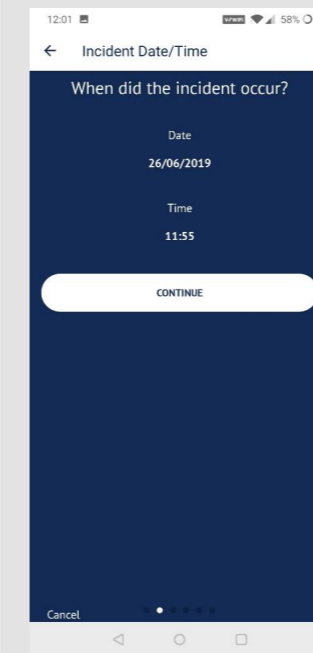
6. Check Your Details

Update details should you need to and press 'continue'
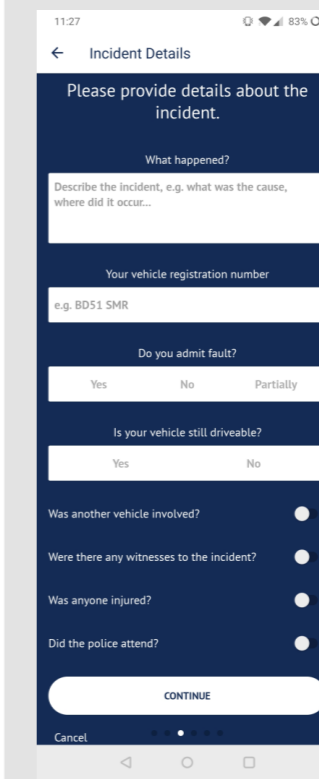
7. Date and Time

Insert the date and time of your incident and tap 'continue'
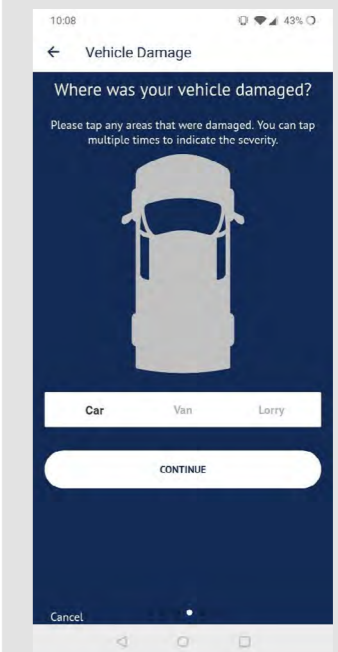
8. Incident Details

The screen will guide you through:

• What happened

• Your registration number

• Whether you admit fault

• Whether your vehicle is driveable

• Details of any other parties involved

• Witness details

• Emergency services attendance

9. Vehicle Damage

Select whether you were driving a car, van or Lorry

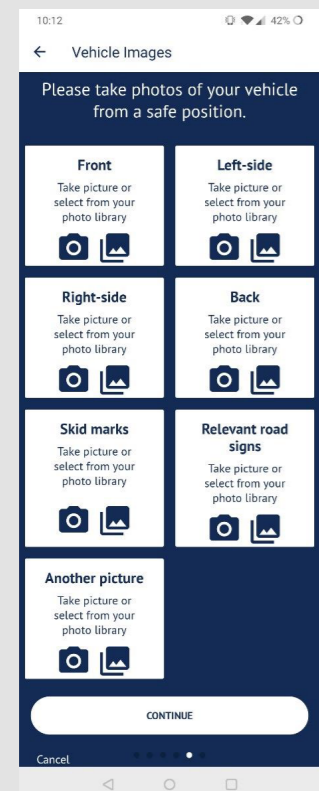Tap the vehicle image to show areas of damage.

10. Vehicle Damage Images

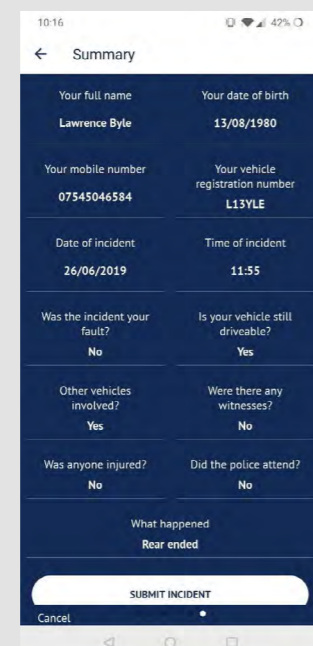If you have told us there is another party involved images of this vehicle will be requested first

To add photos in select the tile(s) where the damage has occurred.

If your phone asks you to 'allow access' to the camera then please allow this request
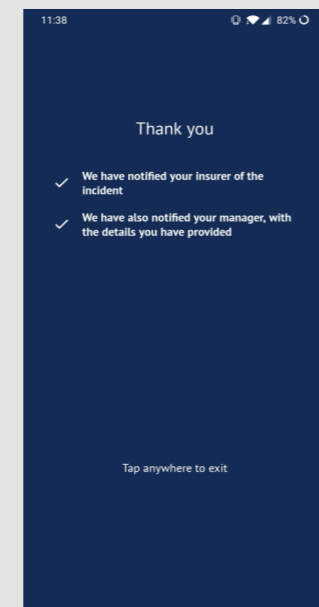
11. Summary Screen

This is a summary of the incident. If all details are correct, then tap on 'Submit Incident'

12. Confirmation

You should then receive a confirmation email and text message to confirm that your submission has been successful.

All relevant parties will be notified of your claim and details set up on Towergate systems

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