

## WHAT TO DO FOLLOWING AN

# Accident

No one expects to be involved in an accident, but as a moving vehicle on busy streets, it can happen. No matter whether it's your fault or someone else's, here are a few tips to keep in mind in case it happens to you.



## Stop Driving

For a small or big accident, the law requires you to stop your unu Scooter as soon as possible without endangering yourself or oncoming traffic.



## Safety First

First secure yourself first, then your unu Scooter and lastly the scene of the accident. Take note of any injury and call the relevant authorities if anyone is or seems to be injured. (Ambulance 112 | Police 110)



## Document the Accident

Note down the personal details of all involved parties (license plates, drivers, witnesses, police). It's important to take pictures and pin the location of the incident. Your insurer will most likely ask you to fill in an accident form after you've notified them of the accident. Therefore you need to obtain as much information as possible.



## Claim

Once you are back home, we advise you to notify your insurance partner as soon as possible.

If your scooter needs a repair, please contact unu: [support@unumotors.com](mailto:support@unumotors.com) or by phone on 0049 (0)30 220 1212 99.

## WHAT TO DO FOLLOWING AN

# Breakdown

Here, you can find an easy step-by-step guide you should take if your scooter ever breaks down.



## Park & Flag

Park your unu Scooter in a secure place and document the exact location. Drop a pin in your smartphone map for instance, or make a note of the closest street crossing.



## Easy Troubleshooting Steps

Once you and your scooter are in a secure place and not obstructing traffic, try and isolate the reason of the breakdown.



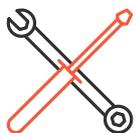
## Document

We want to get your scooter back on the streets as soon as possible. To do so, we need to know as much as possible about the conditions of your breakdown. Please fill in this survey, so we can understand the breakdown better and can help you solve the problem. Link to breakdown survey: <https://unumotors.com/en/breakdown>



## Pick up

Do you need a pick up? Consult our service partner map for the nearest pick up solution. Please note that unu only reimburses for pick ups in case you are still within your warranty and whenever the cause of the breakdown is not relatable to a fault from your side.



## Repair

If you cannot fill out the survey, contact unu via [support@unumotors.com](mailto:support@unumotors.com). In case you have a pick-up service covered as part of your insurance, please contact your insurance partner directly.