

# Evidence Footage Retrieval Checklist

Steps to download and submit fleet camera footage for an insurance claim

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## Step 1 — Immediate Actions After the Incident

- ☐ Confirm G-sensor event clip has been locked (check event log on platform)
- ☐ For non-connected MDVR: initiate same-day footage extraction from vehicle
- ☐ Do NOT format or clear the storage device *Destroys all evidence*
- ☐ Note the time, date, camera positions, and vehicle registration
- ☐ Log the footage extraction: who extracted it, when, from which device

## Step 2 — Connected MDVR Download

- ☐ Log into fleet management platform
- ☐ Navigate to vehicle and incident time window
- ☐ Request footage from ALL relevant camera positions (not just forward-facing)
- ☐ Download the clips to a secure folder; label with date, time, vehicle reg
- ☐ Include GPS data log as separate file if available

## Step 3 — Physical Extraction (Non-Connected MDVR)

- ☐ Remove SD card or connect HDD via USB — do not rush or force the connector
- ☐ Copy 'Event'/'Emergency' folder first — these are G-sensor locked clips
- ☐ Copy additional context footage: 10 min before incident on all channels
- ☐ Verify copied files play correctly before clearing anything
- ☐ Return storage to MDVR after copying — do not leave drive out of vehicle

## Step 4 — Submission to Insurer

- ☐ Submit footage in MP4 format — export from proprietary format if needed
- ☐ Do NOT edit, trim, or add overlays to the original file
- ☐ Submit via insurer's secure portal (preferred) or email
- ☐ Retain original storage device until claim is fully closed
- ☐ Document submission: channel, date sent, reference number