

Fleet Incident Response Checklist

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What to do in the first hour after a fleet incident — from event detection to FNOL submission. Use this checklist to ensure evidence is captured and submitted before the third party files first.

Immediate Response (0–5 minutes)

- ☐ Acknowledge g-force alert notification on platform
- ☐ Open live view platform and select the triggered vehicle
- ☐ Review auto-uploaded event clip from all camera channels
- ☐ Confirm vehicle GPS position on live map
- ☐ Switch to live feed if vehicle is still active

Driver Contact (5–15 minutes)

- ☐ Call driver to confirm wellbeing and safety
- ☐ Take driver's verbal account while memory is fresh
- ☐ Confirm third-party details if collision involved
- ☐ Instruct driver not to admit liability
- ☐ Advise driver to document road conditions / scene if safe

Evidence Capture (15–30 minutes)

- ☐ Download encrypted clip from all active camera channels
- ☐ Verify GPS data is synced and timestamped on footage
- ☐ Pull full route history from platform for the journey
- ☐ Note camera status: all channels recorded as expected?
- ☐ Save footage with chain-of-custody metadata intact

First Notification of Loss — FNOL (within 1 hour)

- ☐ Call insurer and report incident with footage ready to share
- ☐ Submit encrypted clip and GPS route history to insurer
- ☐ Confirm FNOL reference number and handler name
- ☐ Record time of FNOL submission vs. time of incident

- ☐ Note whether third party has already filed with their insurer

Post-Incident Documentation

- ☐ Complete internal incident report with platform log reference
- ☐ Note platform access log entry for this retrieval
- ☐ Attach footage to vehicle/driver record in fleet management system
- ☐ Flag for driver debrief if behaviour was a contributing factor
- ☐ Review whether incident type indicates fraudulent pattern