FAQ (Frequently asked questions)

1. **What should I do if I am injured when travelling in a TPF vehicle?**
   In the event of harsh braking, falls when boarding or alighting from vehicles or any other injury arising during a journey on one of our vehicles, the driver should be notified immediately.
   Then, and as quickly as possible, contact our insurance department on 00 41 (0) 26/351.03.42. It is staffed from 08h30 to 11h30 on Monday to Friday (except on public holidays) and it will inform you of the action to be taken.

2. **What should be done in the event of a collision with a TPF vehicle?**
   If a TPF vehicle is involved in an accident with a motor vehicle, a two-wheeler, a pedestrian or any other situation arising on a road, the normal forms should be completed with the TPF driver.
   
   **Our insurance department must be contacted** within twenty-four hours of the collision on 00 41 (0) 26/351.03.42 so that it can handle the case as quickly as possible. It is staffed from 08h30 to 11h30 on Monday to Friday (except on public holidays).
   
   The private motor vehicle or two-wheeler must not be repaired before the respective liabilities are clarified.

3. **Why did the driver not stop after a collision?**
   Our drivers are trained to drive vehicles that are wide and long. Given the attention that must be paid to moving traffic it may happen that they do not notice a collision. In that situation, we recommend that, if possible, the driver is notified at one of the following stops.
   
   By default, it is essential that our staff are supplied with the number of the TPF vehicle, the number of the line on which the vehicle was running, in which direction and the exact location and time of the accident. If these details are found to be missing please contact our insurance department as quickly as possible on 00 41 (0) 26/351.03.42. It is staffed from 08h30 to 11h30 on Monday to Friday (except on public holidays). Alternatively notify details of the accident using a ‘Notification of an accident (occurring on the road)’ form.
   
   This information must be provided to the insurance department by means of the form or by telephone.