



User Guide

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2 IMPORTANT INFORMATION

1. If you have any questions or concerns about this document or the requirements of your DCL Connect Insurance Policy, please contact your broker immediately.
2. If you are having difficulty completing any of the processes outlined in this document, you **MUST** advise your broker immediately.

3 CAMERA HARDWARE

3.1 LOCATION AND POSITIONING

The camera that you will be using to comply with your DCL Connect policy must:

- a) be found within the vehicle.
- b) point forwards in the direction of travel.
- c) clearly show the road in front of the vehicle.
- d) not have anything obstructing the view of the camera.



This camera is not acceptable



This camera is acceptable

3.2 VIDEO RECORDING QUALITY

The Camera that you will be using to comply with DCL Connect policy must:

- a) record video at a minimum resolution of 1280 x 720 pixels (a lower resolution may be acceptable if the overall picture quality is of a high standard)
- b) record video at a minimum framerate of 15 frames per second

4 SUBMITTING EXAMPLE VIDEOS FOR VALIDATION

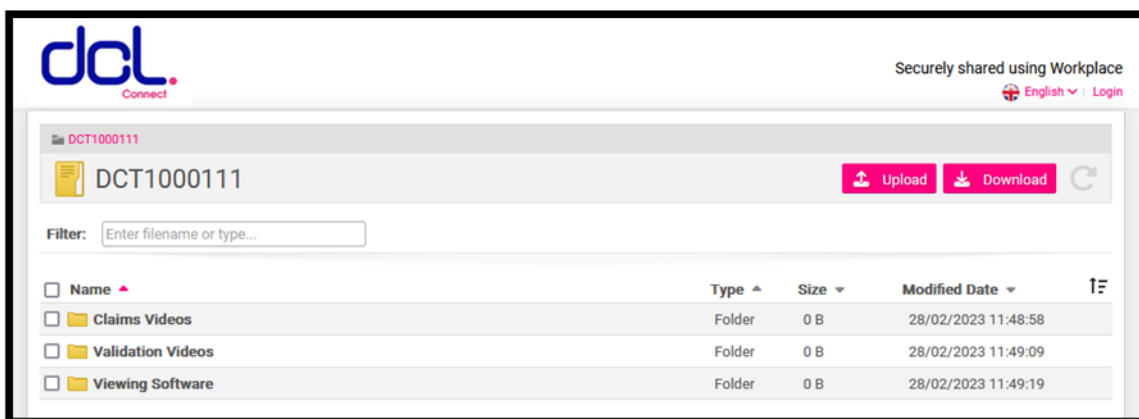
4.1 EXAMPLE VIDEO REQUIREMENTS

The example video that you send to us must:

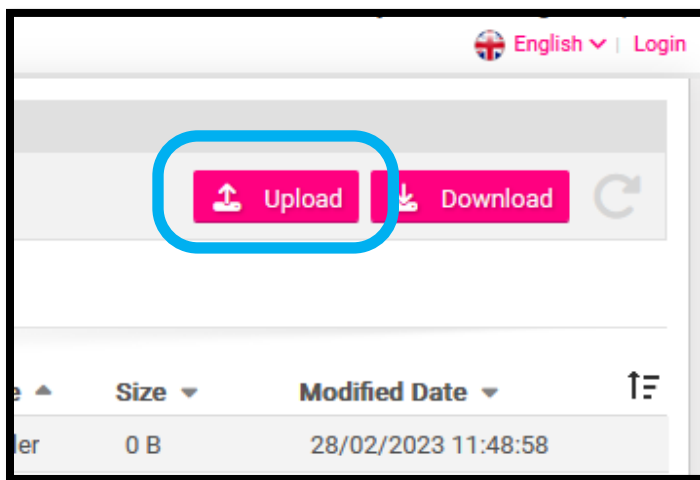
- a) comply with all the requirements laid out in section 3 of this document.
- b) be 20 seconds in length or longer.

4.2 STEP-BY-STEP GUIDE

1. Download example videos from your in-vehicle camera. If you are unsure how to do this, contact the equipment manufacturer.
2. Rename all videos so that their name corresponds to the registration plate of the vehicle that the camera is fitted into.
3. When your Policy inceptioned you will have been given a web link in the format of <https://upload.directcommercial.co.uk/YOUR-POLICY-NUMBER> and a password to access the website. Use these details to login to the DCL Connect video repository. If successful, you should see a page like the following:



4. Click on the folder names “Validation Videos”.
5. Click the “Upload” button and follow the on-screen instructions to upload all the videos for validation. Each video will have an “uploaded date” recorded against it as evidence on when the video was submitted.



6. If your camera system requires manufacturer provided software to view the footage, then please refer to section 5 of this document for instructions on how to provide us with the software.
7. We will be in contact with your broker shortly to confirm acceptance of the submitted videos.

5 PROVIDING CAMERA FOOTAGE VIEWING SOFTWARE

5.1 SOFTWARE REQUIREMENTS

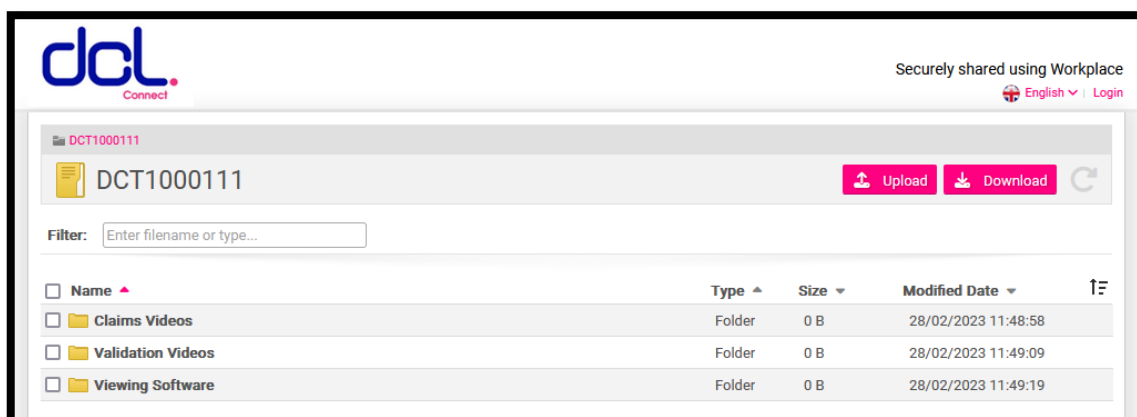
If your camera system requires software supplied by the manufacturer to view the videos, we require that this is provided to us at the same time as the validation videos.

The software must:

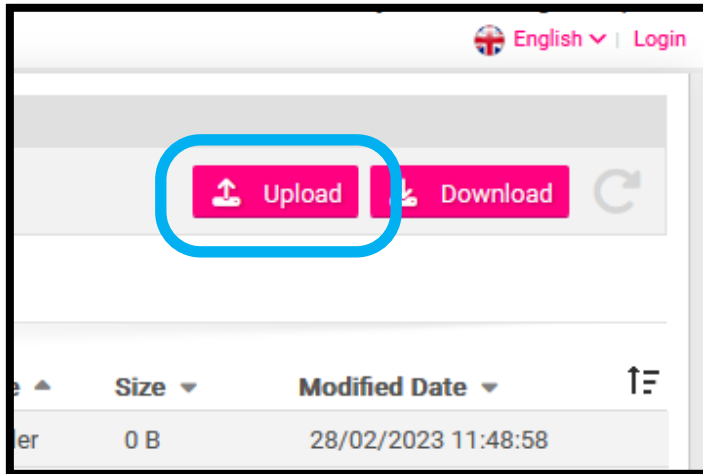
- a) be supplied as either a single setup file or a single zip folder containing all the relevant files.
- b) not require any paid licence to use unless paid for and supplied by you.

5.2 STEP-BY-STEP GUIDE

1. Obtain the camera footage viewing software.
2. When your policy inceptioned you will have been given a web link in the format of <https://upload.directcommercial.co.uk/YOUR-POLICY-NUMBER> and a password to access the website. Use these details to login to the DCL Connect video repository. If successful, you should see a page like the following:



3. Click on the folder named "Viewing Software".
4. Click the "upload" button and follow the on-screen instructions to upload the required files.



6 SUBMITTING VIDEOS IN THE EVENT OF A CLAIM

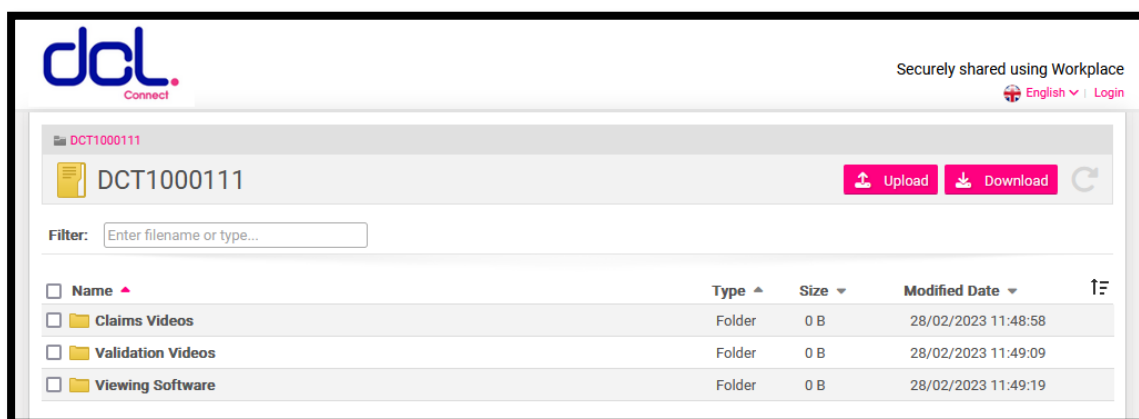
6.1 CLAIM VIDEO REQUIREMENTS

The video that you send to us in the event of a claim, must:

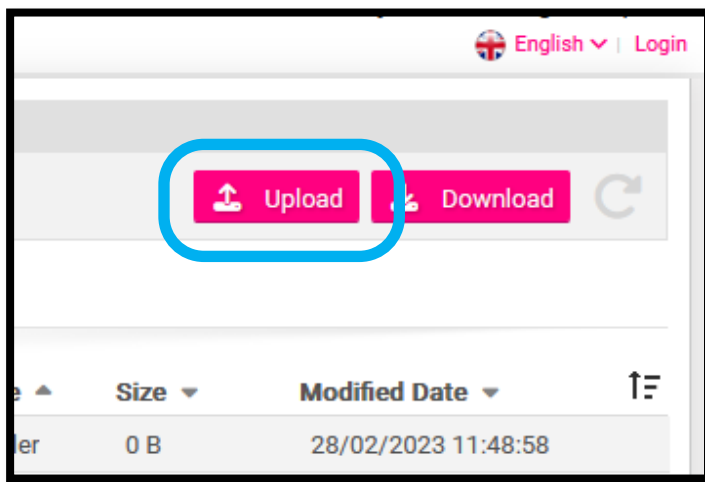
- a) comply with all the requirements laid out in section 3 of this document.
- b) show at least 20 seconds before the incident takes place and 10 seconds after.

6.2 STEP-BY-STEP GUIDE

1. Download video(s) from your in-vehicle camera. If you are unsure how to do this, contact the equipment manufacturer.
2. Rename all videos so that they contain the vehicle registration number and date of the incident. E.g. “EG22DCL 01-03-2023”
3. When your Policy inceptioned you will have been given a web link in the format of <https://upload.directcommercial.co.uk/YOUR-POLICY-NUMBER> and a password to access the website. Use these details to login to the DCL Connect video repository. If successful, you should see a page like the following:



4. Click on the folder named “Claims Videos”
5. Click the “Upload” button and follow the on-screen instructions to upload all claim videos. Each video will have an “uploaded date” recorded against it as evidence on when the video was submitted.



It is a condition of your policy that notice of any accident and/or loss and/or damage which may be the subject of indemnity under this Insurance, must be communicated to the DCL Claims Department in accordance to the claims procedure on page 30 of the policy document as soon as possible and no more than 24 hours after the happening thereof. Any CCTV footage captured at the time of the incident must also be submitted to DCL within 24 hours of the incident.

Failure to comply with the policy conditions could result in cover being prejudiced.