



User Guide

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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.

Camera Hardware

1. Location and Positioning

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

- a) Be found within the **insured vehicle**;
- b) Point forwards in the direction of travel;
- c) Clearly show the road in front of the **insured vehicle**; and
- d) Not have anything obstructing the view of the camera.

✓ This camera is acceptable



✗ This camera is not acceptable



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
- b) Record video at a minimum framerate of 15 frames per second.
- c) Footage must be at least 20 seconds in length or longer.
- d) We cannot accept any censored footage (please ensure there is no blurring of registration or faces)

Submitting Example Videos or Validation

1. Example Video Requirements

The example video that **you** send to **us** must:

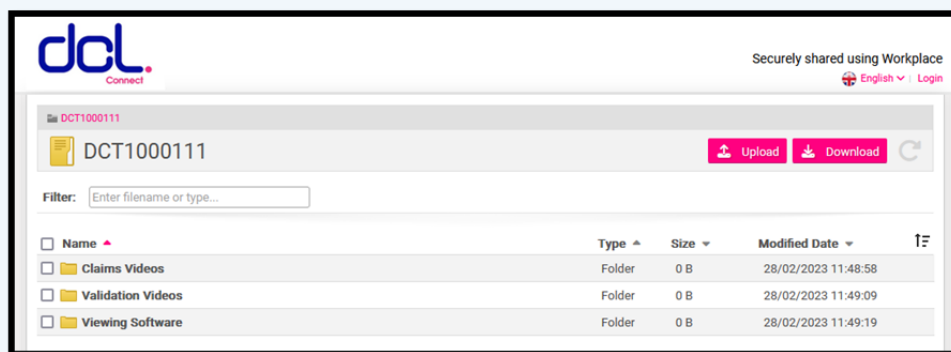
- a) Comply with all the requirements laid out in this DCL Connect User Guide.

2. Step-By-Step Guide

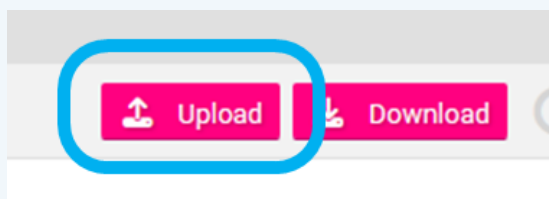
- i. Download example videos from **your** in-vehicle camera. If **you** are unsure how to do this, contact the equipment manufacturer.
- ii. Rename all videos so that their name corresponds to the registration plate of the **insured vehicle** that the camera is fitted into.
- iii. When **your policy** inception **you** will have been given a web link and a password to access the website:

<https://upload.directcommercial.co.uk/YOUR-POLICY-NUMBER>

Use these details to login to the DCL Connect video repository. If successful, **you** should see a page as shown in the image below.



- iv. Click on the folder named "Validation Videos".
- v. Click the "Upload" button and follow the on-screen instructions to upload all videos for validation. Each video will have an "Uploaded Date" recorded against it as evidence of when the video is submitted.



- vi. If **your** camera system requires manufacturer provided software to view the footage, please refer to the section in this User Guide 'Providing Camera Footage Viewing Software' where **you** will find instructions on how to provide **us** with the software.
- vii. **We** will be in contact with **your** broker shortly to confirm acceptance of the submitted videos.

Providing Camera Footage Viewing Software

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:

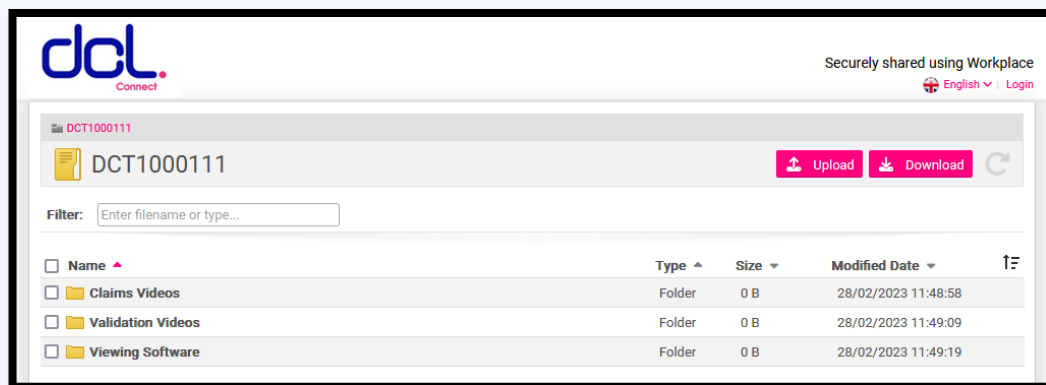
- Be supplied as either a single setup file or a single zip folder containing all the relevant files.
- Not require any paid licence to use unless paid for and supplied by **you**.

2. Step-by-step guide

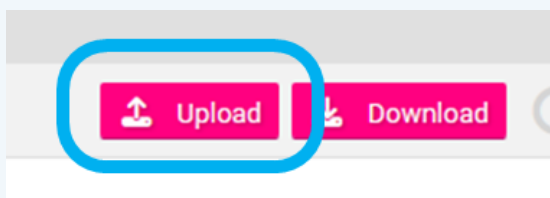
- Obtain the camera footage viewing software.
- When **your policy** inceptioned **you** will have been given a web link and a password to access the website:

<https://upload.directcommercial.co.uk/YOUR-POLICY-NUMBER>

Use these details to login to the DCL Connect video repository. If successful, **you** should see a page as shown in the image below.



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



Submitting Videos In The Event Of A Claim

1. Claim Video Requirements

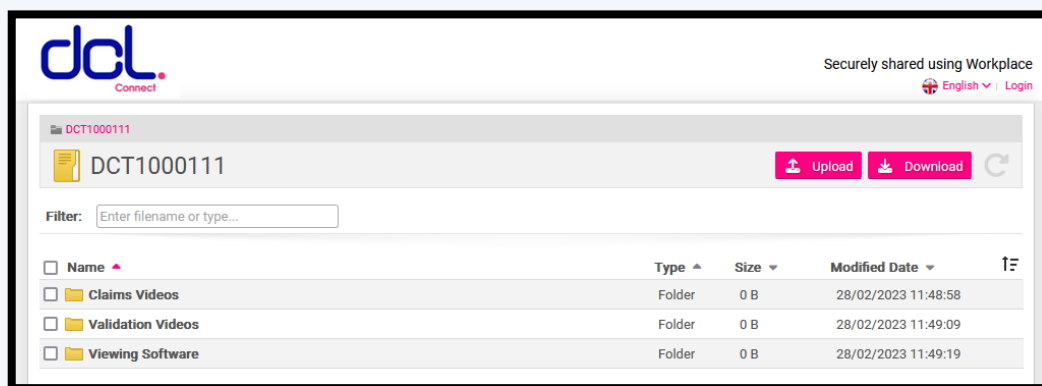
The video that **you** send to **us** in the event of a claim, must:

- i. Comply with all the requirements laid out in this DCL Connect User Guide;
- ii. Show at least 20 seconds before the incident takes place and 10 seconds after.

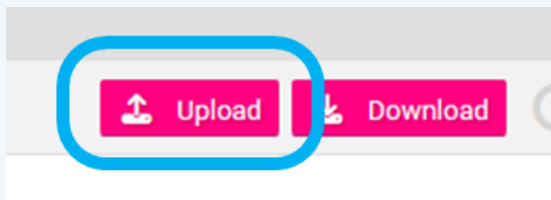
2. Step-By-Step Guide

- i. Download video(s) from **your** in-vehicle camera. If **you** are unsure how to do this, contact the equipment manufacturer.
- ii. Rename all videos so that they contain the **insured vehicle** registration number and date of the incident. For example: EG22DCL 01-03-2023.
- iii. When **your policy** inceptioned, **you** will have been given a web link 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 as shown in the image below.



- iv. Click on the folder named "Claims Videos"
- v. 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 you must notify our Claims Department and give us full details of any loss, damage or accident as soon as possible and no more than 24 hours after the incident occurs. Any CCTV footage captured at the time of the incident must be submitted to DCL within 24 hours of the incident.

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

HOW TO REPORT A CLAIM

To report a claim, call:

01245 678 345

The sooner **you** report an incident to **us**, the more swiftly **we** can act and save on costs.

Claims must be reported by telephone where **you** will be given full instructions and assistance. This telephone service is available 24 hours a day, 7 days a week.

You will receive a copy of **your** statement by email or post, which must be returned should **you** disagree with any of the content.

You can contact **us** by:

Email: dclclaims@directcommercial.co.uk

Post:

Claims Department

Direct Commercial Limited

Redwing House

Hedgerows Business Park

Colchester Road

Essex

CM2 5PB