



01

Policyholder purchases policy from Insurance Broker with full knowledge of the camera and policy.



02

VisionTrack will contact the policyholder within 24 hours of receiving the Aviva Q Underwriting order confirmation.



03

The policyholder will be sent a VAT invoice from VisionTrack that will be due for payment by the policyholder within 14 days.



04

VisionTrack will despatch cameras within 5 working days of the VAT being paid to the address provided by your broker when arranging the policy.



05

Once the cameras have been received by the policyholder, VisionTrack will make contact to arrange the installation. (Policyholder must ensure all HGV's are made available within 30 days from policy start date.)



06

Standard install is Monday – Friday 8am–6pm, Saturday 9am–5pm. Any installation outside of these times is £10+VAT per vehicle and subject to availability.



07

Prior to installation, VisionTrack will send video platform login details to the policyholder via email.



08

VisionTrack will aim to have all cameras installed within 30 days. (Subject to installer availability and the policyholder making all HGV's available for installation.)



09

When requested the Q Underwriting Camera Management training team will contact the policyholder to arrange Autonomise platform training (subject to 6 or more Vision Track cameras being fitted)



10

Ongoing customer support including access to the VisionTrack support portal with training videos and user guides



For more information about VT24/7 or other VisionTrack services and products, please contact VisionTrack, on 01246 225 745 or email info@visiontrack.com quoting "Q Underwriting".