

外籍生車禍流程處理 SOP

SOP for Traffic Accident

一、車禍現場 Car Accident Scene

- 1.立即打 1 1 0 報案 (有人受傷要再打 1 1 9) 。
Call 110 to the police (call 119 if someone gets hurt)
- 2.保持事故現場完整(警察來之前不可移動車輛) 。
Keep the accident scene intact. (do not move the vehicle until the police arrive.)
- 3.人待在安全地方，等候警察。
Stay in the safe place and wait for the police.
- 4.打給車輛產險公司。
Call your car insurance company.
- 5.視情況拍攝現場車禍事故照片(車輛撞擊點、廣角度相關位置、車損狀況) 。
Take photos of the car accident at the scene (vehicle impact point, wide-angle related positions, vehicle damage status).
- 6.處理員警繪製「道路交通事故現場圖」，要看清楚相關位置無誤再簽名。
Make sure the rough drawing for the scene of road traffic accident by the police is correct and then sign your name on it.
- 7.處理員警聯繫方式(交通隊電話、受理警員姓名) 。
Keep the police's contact information, such as name and phone number.
- 8.請勿現場私下跟對方和解。
Do not reconcile with the other party in private on the spot.

二、受傷就醫(當日) If you get hurt, go to the hospital on the same day

- 1.打電話給班級導師協助處理。
Call your class tutor for assistance.
- 2.診斷證明、就醫收據(正本) 。
Keep well your original diagnosis of proof and medical receipt.

三、警察局做筆錄(當日或 3 天內) Go to the police station to make notes (on the same day or in 3 days)

- 1.要先跟受理警員聯繫約時間。
You need to contact the police officer who handles the case first to make an appointment.
- 2.須找懂中文師長或同學陪同。
Ask for your teacher or classmates who understand Chinese to accompany with you.
- 3.車禍事故筆錄要逐條看 (留意當時車速、相關路權) ，清楚無誤再簽名。

四、申請閱覽交通事故場圖、現場照片(車禍事故 7 天後-處理交通隊) Apply to view the rough drawing for the scene of road traffic and photos (7 days after car accident-traffic team)

五、聯繫車輛產險保險公司(車禍事故 7 天內) Contact with the vehicle insurance company (within 7 days of the accident)

- 1.強制險、就醫、車輛維修估價等資料。
Keep well your compulsory liability insurance, medical receipt, vehicle maintenance estimates.
- 2.有加保加重強制險(有保財損金額)，可以委託產險公司全權協調處理。
If you have added aggravated compulsory insurance (property loss), you may entrust the insurance company to deal with it.
- 3.只保基本車輛強制險，保險公司基本上是不會出面協助協調。
If you have only basic compulsory vehicle insurance, the insurance company will not come forward to

assist in coordination.

六、申請「道路交通事故初步分析研判表」(車禍事故 30 天後) **Apply for "Road Traffic Accident Analysis" (30 days after the traffic accident)**

網路申請(台南市政府警察局網站/道路交通事故資料申請系統 <https://a3.tnps.gov.tw/>)

You may apply for it online. (<https://a3.tnps.gov.tw/>)

七、申請鑑定及覆議(對初判表責任有異議時) **Apply for appraisal and reconsideration (when there is any objection to the responsibility of the initial judgment form)**

1.對警方肇因初步分析研判持有異議，可於肇事日起 6 個月內向發生地「車輛行車事故鑑定會」申請事故鑑定(費用 3000 元要自付)。

If you disagree with the police's preliminary analysis and determination of the cause of the accident, you can apply for an accident appraisal from the "Vehicle Accident Appraisal Committee" at the place of occurrence within 6 months from the date of the accident (the fee of NT\$3,000 must be paid by yourself)

2.車輛行車事故鑑定會(雙方自述說明)，鑑定會鑑定結果會以書面通知申請人。

Vehicle accident appraisal meeting (statement by both parties), the results of the appraisal meeting will be notified to the applicant in writing

3.對鑑定會鑑定結果仍持有異議時，應於接獲鑑定意見書之翌日起 30 日內，以書面敘明理由，向所轄覆議會申請覆議。

If you still have objections to the appraisal results of the appraisal committee, you should state the reasons in writing and apply for review to the competent review committee within 30 days from the day after receiving the appraisal opinion.

八、賠償協商處理 **Compensation negotiation**

1.會同監護人、保險公司或師長陪同，事故兩造雙方協商處理。

Together with the guardian, insurance company or teacher, the accident will be resolved through negotiation between both parties.

2.警局初判表或車鑑會報告(主因、次因)、醫療金額、財損金額、其他受影響金額，雙方協商

九、雙方和解 **Reconciliation**

和解書一式三份(雙方各持一份，一份交處理交通隊結案)

Settlement letters in triplicate (each party holds one copy, and one copy is handed over to the traffic team for closing the case)

十、雙方無法和解 **The two parties can not reconcile**

(一)刑事傷害告訴(需有受傷)：事發當日起算 6 個月內，向該管派出所或地檢署提出告訴。

Complaint of criminal injury (injury required): File a complaint with the local police station or district attorney's office within 6 months from the date of the incident

(二)民事告訴(事發當日起算 2 年內)：

Civil complaint (within 2 years from the date of the incident)

1.無人傷亡，僅車輛毀損、財物損失交通事故屬民事案件，請勿私下和解，應透過家長、導師、教官及委託保險公司協助下辦理。

There were no casualties, only vehicle damage and property damage. Traffic accidents are civil cases. Please do not settle privately. It should be handled with the assistance of parents, tutors, instructors and entrusted insurance companies.

2.若無法達成和解，請向當地區公所調解委員會申請調解或向地方法院民事庭訴請審理。

If a settlement cannot be reached, please apply for mediation to the local district office mediation committee or apply to the civil division of the district court for a hearing.

學生車禍流程處理SOP

警方到
達前

事故
現場

打
110/119

1. 拍攝現場車禍事故照
2. 暫時保留車禍現場
3. 放置路障提醒後方來車

事故處
理中

保持冷靜向
警察說明

現場圖、筆錄、三聯單確認後
簽名

事故處
理後

1. 民事賠償或和解
2. 刑事告訴
3. 申請鑑定及覆議

1. 勿私下和解，應透過警方、家長、導師、教官及委託保險公司協助下辦理
2. 刑事告訴6個月內
3. 覆議申請: 受鑑定書30日內

SOP for Traffic Accident

Before the
police
arrives

Keep the
accident
scene intact

Call
110/119

1. Take photos of the car accident at the scene
2. Keep the accident scene intact temporarily
3. Place a roadblock to remind vehicles coming from behind

During
the traffic
accident

Keep calm
and explain
to the police

Confirm the scene drawing,
notes, triplicate form and sign
your name

After the
traffic
accident

1. Civil compensation or settlement
2. Criminal complaint
3. Apply for appraisal and reconsideration

1. Do not settle privately. It should be handled with the assistance of parents, tutors, instructors and entrusted insurance companies
2. File a complaint within 6 months
3. Apply for appraisal and reconsideration- within 30 days from the day after receiving the appraisal opinion