

# Car accident in Thailand

March 2010



## The situation

A family was involved in a car accident while on holiday in Thailand. As they were getting out of their taxi one night, the taxi door clipped a passing moped. The driver and his pregnant passenger were thrown from the moped. The police were soon called and all involved parties were escorted to a nearby police station. Once at the station, the police took the family's passports and held them at the police reception desk. The family soon discovered that they were unable to communicate their account of the accident to the police as none of the officers spoke fluent English. The family grew increasingly concerned; after they were unable to contact anyone at their local embassy, they called red24.

## Remote assistance

The family told their story to one of red24's security specialists, who listened and gave advice on how to handle the situation. The security specialist was able to contact the family's embassy and notify them of the situation, although there was little the embassy could do. red24 also assisted in making arrangements with the family's hotel, as it was unclear how long the family would need to stay at the police station.

## On-the-ground support

red24 arranged for an interpreter to meet the family at the

police station to assist them in explaining their account of the accident. It soon became apparent that the taxi driver should not have parked where he did and that it was not the family's fault that the moped had crashed. The interpreter was also able to negotiate on the family's behalf with regards to demands being made by the taxi driver and the pregnant moped passenger. It was finally agreed that the taxi driver had been at fault and should be held responsible for the damages to both vehicles. The interpreter escorted the family back to their hotel and provided contact details and offered further support should they require it.

The family needed documentation of the agreement made at the police station for insurance purposes, and the interpreter assisted in collating this and handed it to the local Tourist Police. It was agreed that if the Tourist Police did not return the documents to the family before they planned to leave Thailand, the interpreter would follow up and arrange to have the papers delivered to the family in the UK.

*Feedback from the family - "Dear Simon & PJ (red24 security specialists), a really big thank you for what you both did yesterday, I don't think we could possibly have managed without your terrific help."*