

What to Do After a Rideshare Accident as a Passenger in New York City

Your legal rights and next steps after an Uber or Lyft crash in the Bronx or NYC

Rideshare services like [Uber](#) and [Lyft](#) have become a daily convenience for New Yorkers. Whether it's a quick trip to work or a late-night ride home, it's expected that these rides end safely at your destination. Unfortunately, rideshare accidents happen more often than many realize – especially in busy areas like the Bronx, Manhattan, and anywhere in NYC where traffic, pedestrians, and distractions are common.

If you were injured as a passenger in a rideshare accident, you might be wondering what to do next. Who pays for your medical bills? Should you report the crash to Uber or Lyft yourself? And how do you make sure you're treated fairly by insurance companies?

The answers aren't always straightforward, but understanding what to do in the moments and days following an accident can make all the difference. At [Giampa Law](#), we proudly serve injured victims of [car accidents](#) in NYC, helping them get the compensation they deserve. We leave no stone unturned when it comes to building your case, and we're always available to speak with you.

Check for injuries and call 911

After any rideshare accident, your first priority should always be your safety. Even if you don't feel immediate pain, that doesn't mean you're unharmed. Adrenaline can hide serious injuries like [whiplash](#), [concussions](#), or internal bleeding.

- **Call 911 right away.** A police report is essential. It documents who was involved, where and when the crash occurred, and any initial statements about fault. If it's unsafe to exit the vehicle due to traffic, stay inside with your seatbelt fastened until help arrives.
- **Accept medical care at the scene** from EMTs or visit an ER or urgent care clinic soon after. Your health always comes first, and the sooner you seek treatment, the more support and evidence you will have to link your injuries directly to the crash.

Gather information and evidence

If you can, start collecting information at the scene. This helps your rideshare accident attorney later determine fault and insurance coverage.

Write down or take photos of:

- The rideshare driver's name, contact info, and license plate
- The make and model of all vehicles involved
- Contact details for witnesses

- The crash location, street signs, and nearby landmarks
- Visible damage to vehicles and any injuries/symptoms you have

Also, take a screenshot of your rideshare trip within the app. This shows details like the driver's name, the pickup and drop-off locations, and the ride status at the time of the crash, all crucial when determining which insurance policy applies. If your injuries prevent you from gathering this information, try asking a friend, family member, or even a witness to do it for you.

Report the crash to Uber or Lyft

As a passenger, you should also report the accident directly through the rideshare app.

- For **Uber**, go to *"Activity"* → *select the ride* → *"Help & safety"* → *"Report a safety issue"* → *"I was involved in an accident"*
- For **Lyft**, go to *"You"* → *"Ride history"* → *select the trip* → *"Help"* → *"Report safety issues or accident"* → *"Accident"*

Keep your report simple and factual. Include the time, place, and a brief note that a crash occurred. Avoid speculating about fault or your injuries. Once you've reported the crash, Uber or Lyft's insurance team may contact you. Before giving any recorded or written statement, talk to an Uber or Lyft accident lawyer first. Insurance adjusters are trained to minimize payouts and might use your words against you later.

Get a full medical evaluation

Even if you feel okay, it's important to get checked out by a doctor after a rideshare accident. Many injuries don't show symptoms right away. A prompt medical evaluation serves two key purposes:

- **It protects your health.** Some conditions can worsen over time if left untreated.
- **It protects your claim.** Insurance companies often argue that delayed treatment means your injuries weren't serious or weren't caused by the crash.

Keep every medical record, prescription, and bill. Follow up with all recommended treatments, including physical therapy, follow-up visits, and diagnostic scans. These documents become crucial evidence if you pursue a personal injury claim.

Avoid direct communication with insurance companies

You might be contacted by several insurance companies after a rideshare crash:

- The rideshare company's insurance provider
- The rideshare driver's personal insurance
- The other driver's insurance (if another vehicle was involved)

Each one may try to limit their responsibility or shift blame elsewhere. Adjusters may seem friendly, but their primary goal is to settle cases quickly and cheap. You are under no obligation to give a recorded statement or accept a settlement offer without legal advice. Politely refer any insurer to your rideshare accident attorney instead. Your lawyer can determine which insurance coverage applies and make sure you are seeking the maximum compensation you deserve.

Call a Bronx rideshare accident lawyer as soon as possible

Any rideshare crash can leave you dealing with painful injuries, growing medical bills, and time away from work. A NYC rideshare accident lawyer can protect your rights from the very start and handle every detail of your claim.

When you work with Giampa Law, you get more than legal representation. You get a team that knows how rideshare cases work in New York and what it takes to win them. Our Uber and Lyft accident attorneys will:

- **Conduct a full investigation** into how the accident happened, reviewing every available detail to establish fault.
- **Gather critical evidence**, including rideshare app data and dashcam footage, before it disappears.
- **Handle all communication** with Uber, Lyft, and their insurers – protecting you from tactics meant to minimize your payout.
- **Calculate your total damages**, factoring in not just medical bills and lost income but also pain, suffering, and future care needs.
- **Fight on a contingency basis**, meaning you pay no fees unless we win your case.

We know how frustrating it is to go up against big corporations that put profits over people. At Giampa Law, our rideshare attorneys know New York's rideshare laws inside and out. We fight hard to hold negligent drivers and the companies behind them accountable.

Turn to Giampa Law for help after a rideshare accident in NYC

After an Uber or Lyft accident, you might feel powerless, but you have more rights than you think. As a passenger, you did nothing wrong, and you shouldn't be left paying for someone else's mistakes.

At [Giampa Law](#), our Bronx rideshare accident attorneys have decades of experience standing up for injured New Yorkers. We know how these companies and insurers operate, and we know how to fight back when they try to minimize your claim.

Whether your crash happened in the Bronx or anywhere in NYC, we're here to help you get the justice and compensation you deserve. From start to finish, you can count on us to treat your case with the urgency, care, and respect it deserves. If you were hurt as a rideshare passenger, [contact us](#) today for a free consultation.

