

# Documenting & Submitting a Claim on the Road

Accidents, while unfortunate, can occur. These are the steps you can take to ensure proper documentation and reporting of your claim to ensure accuracy and improve turnaround time.

**Catastrophic claims** must be called in immediately. Such as:

- incidents involving multiple vehicles
- fatalities and/or injured parties transported by emergency response vehicles regardless of fault.

If possible, we will get someone to the scene right away.

## Claim Occurs

### Secure the scene

- Stop your vehicle turn on your emergency flashers and shut off your engine
- Do not move your vehicle until the police arrive
- Set out warning devices to alert other drivers and protect the scene
- Assist the injured, but do not move anyone
- Stay at the scene and be polite and courteous

### Make notifications

- Dial 9-1-1 to call the police and to request medical assistance, if needed
  - If you are unable to make the call, ask a passerby to call for you
- Contact your employer to report the incident

### Provide and Obtain Contact Information

- Only provide your name, address, company name and address, license plate number, operator's license number and insurance information to the police and other parties involved
- Gather the contact information of other parties involved, including each party's operator's license information, insurance information and contact information
- Obtain the names and contact information of witnesses





### Document the incident

Take the following pictures of the scene:

- All vehicles, including license plate and cargo involved, especially damage incurred
- People involved (only if uninjured)
  - Do not take pictures of graphic injuries or fatalities
- The road from all angles, including stationary objects in the area (signal lights, skid marks, etc.)
- The surrounding area as cameras may be available



### Secure yourself and the scene

- Do not sign anything or make any statements **except** to the police, your company or your insurance provider
- Secure your vehicle from theft and further damage including logs, shipping documents and bills of lading
- Remain at the scene until released by police
- Request a copy of the police report and the responding officer's contact information and badge number
- Contact the shop manager or tow truck company, if needed
  - Arrange transportation of driver, if needed
  - Arrange drug and alcohol testing, if required
- Preserve all accident materials and equipment

## Submit Your Claim

Do not worry if you did not gather all the information. Please provide what you have, and we will work with you and other entities to help gather everything we need for the claim.

The faster we receive your claim, the quicker we can process the claim. This helps with reducing the expenses associated with most claims. We value the importance of reducing not only the initial cost of the claim, but your downtime and associated costs.

Phone number: 1-866-221-0095, option #1 (24 hours a day, 7 days a week)  
| Email: [Fundclaims@fundamentaluw.com](mailto:Fundclaims@fundamentaluw.com) | Claims that are received via email after 4 p.m. ET may not be responded to until the next business day.