

Had an Accident?

Relax We'll Take it From Here.®

Accidents can be extremely stressful and frightening, which is why it's important to know what to do if you've involved in one. Keep this brochure in your glove box should the situation arise. To ensure your own safety and protection, it's important to react quickly and correctly.

Standard Accident Procedure

1. Above all else, wear your seatbelt! This obviously applies well before an accident happens, but it is hands down the most crucial step every time you drive. Statistically, only 50% of people are wearing a safety belt at the time of an accident. According to the National Highway Traffic Safety Administration, you'll be 58% less likely to be injured or killed if you're wearing yours.
2. Turn off your vehicle's engine and leave it where it is as long as you feel it's safe. If you feel threatened or your car is in danger of being hit by another car, slowly drive to a safer place, such as the side of the road or a well-lit parking lot.
3. Keep calm.
4. Assess the degree of impact and determine if you are injured. If you think you're hurt in any way, stay in your car and try to relax. Be honest if anyone asks how you are, and don't be too quick to say you're fine – many times initial shock can mask things that may be wrong. Ask someone to call for help, and let a professional assess your condition.
5. Provide medical help to others ONLY if you are trained to do so.
6. Evaluate the damage to your vehicle. When examining the accident scene, NEVER walk directly between the two cars. If one is hit again, you could become trapped between the two vehicles.
7. Call the police to report the accident. Dial 911 first. If that doesn't work, dial 0 and ask for the police.
8. Don't say the accident was your fault, even if you believe it was. Simply report what happened to the police and let them write their report.
9. Be tactful and courteous, even if you are angry.
10. Call 1-800-CARSTAR to request a tow, arrange for a rental car, contact a family member and call your insurance agent.
11. Get the names, addresses and phone numbers of any witnesses, using the form provided. If you can't get their names, at least get their license plate numbers.

12. Exchange names, addresses, license numbers and insurance information with any other drivers involved in the accident.
13. Know where you want to get your vehicle repaired — it helps avoid making a sudden decision at the accident scene.