

Fax Claim Report: Auto Liability

To: Certus Claims Administration, LLC

(805) 477-0387

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Broker:	Claim <input type="checkbox"/> Incident <input type="checkbox"/> Record Only <input type="checkbox"/>
	Date & Time of Occurrence:
	Person Making Report:
	Phone Number:
Location Code:	Today's Date:

Insured

Name & Address:	Phone:
	Fax: E-Mail:
	Person to Contact:
	When: Other Numbers:

Loss

Location:
Description:
Police or Agency Contacted:

Type of Claim

Auto Bod. Injury: <input type="checkbox"/>	Property Damage: <input type="checkbox"/>	Garagekeepers: <input type="checkbox"/>	Coll: <input type="checkbox"/>	Comp: <input type="checkbox"/>	PIP <input type="checkbox"/>
Non-owned Auto? Describe:					Seat Belts in use:
Yes <input type="checkbox"/> No <input type="checkbox"/>					
Where Can vehicle be Seen?					Insured Vehicle
VIN					

Injured/Property Damaged

Name & Address:	Home Phone:
	Work Phone:
Age: Sex: Occupation:	Person to Contact:
	Phone Number:
Employer:	SSN:
Describe Injury or Damage:	Drivers License:
	Fatality <input type="checkbox"/>
Where Taken:	Damage Estimate:
	Work Related?:

Witnesses or Passengers

Names and Address	Home Phone	Work Phone

Remarks

Remarks

Instructions

Coverage: Automobile Liability covers ownership, maintenance or use of a motor vehicle. Any matter that involves an incident other than described needs to be on a **General Liability Claim Notice** and **not on this form.** If this is a **report only** and needs no follow up by Certus Claims Administration, LLC, so indicate.

Broker: This is the person at the company that services your policy. Their names usually appear on the policy Declaration Page, which is attached to the policy and contains a general description of the policy.

Location Code: This code is supplied to you by Certus Claims Administration, LLC and is a security feature.

Reporting Persons: Complete the top portion with described information.

Insured: This is you, your company or organization insured by an insurance policy or self-insured. Make sure to give information on how to contact you during and after business hours.

Loss: Any accident event where an automobile is damaged or persons injured in an automobile accident. Also, damage to business or personal property or a pedestrian would be an occurrence. Multiple injuries and property damage are all considered one occurrence. Describe the **exact** location where the accident or incident occurred. The more detail the better. Have the injured party take you to where the matter occurred and have them describe what happened. Attach additional paperwork as needed.

Type of Liability: Any damage or injury to persons or property arising out of ownership, maintenance or use of a motor vehicle to third parties are **ABI's** (Auto Bodily Injury) and **APD's** (Auto Property Damage). **Collision** is damage to an owned vehicle caused by striking another object. **Comprehensive** is damage to your vehicle that is not arising from a collision. Garagekeepers (**CGK**) is damage to a vehicle you are using due to garage operations (like Valet parking). PIP is a no-fault accident.

Injured/Property damaged: Self-explanatory. Obtain as much information as possible. It is critical to get age, address and SSN. Other personal information is helpful and should be obtained. Describe other contributing factors. Use additional forms or separate paper for multiple injuries or property damage.

Witnesses: We need independent information to verify an occurrence. Witnesses are critical to an investigation. Remember that witnesses do not have to actually witness the incident to be important. They could verify that nothing actually happened or be able to describe the alleged defect or act that is the subject of the report.

Remarks: Any comments that will assist the investigator. Stick to the facts and do not editorialize. Reports of problems should be directed to management separately.

Helpful Tips

- Remember that an injury to a person or damaged property is a heavy emotional experience. Make sure that you are calm and put the person at ease. Make them feel comfortable about talking to you. Do not accuse or sound like you are discounting their credibility. Be sympathetic without admitting any fault. Tell the parties' that the matter is being investigated and that an adjuster will contact them.
- If at all possible, obtain pictures of the scene and vehicles. Take photos even if you are uncertain of the mechanics of the accident. Take pictures even if there appears to be **no damage**. Record the date and person taking the pictures. 35 mm photographs are preferred.
- If the incident or accident involves construction, unusual road conditions, suspected drug or alcohol use, gather as much information as possible. Again, photos of the scene are invaluable to an investigation.
- Take the time to do a thorough report, as it will save time and money. Call Certus Claims Administration, LLC if you need help.