



ACCIDENT PROCEDURES

PROFESSIONAL CLAIMS CONSULTANTS, LLC



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STEP 1

- Stop your vehicle.
- Turn on your hazard lights or 4 way flashers.
- Set out emergency flares and triangles.
- Exit your vehicle with care.

STEP 2

- Determine if anyone is injured.
- Do not apologize or admit responsibility.
- DO NOT move an injured person if they are hurt.
- Make a mental effort to be courteous.

STEP 3

- Call 911.
- Advise the Police of any injuries.



STEP 4

If the vehicles are still in the crash position, use your smart phone or camera to take photos of the accident scene from every direction. If street signs, freeway signs, mile markers, stop lights or any traffic signs are near, take a photo to include signage.

Make sure to get photos of:

- Your Vehicle
- The other parties vehicle on all 4 sides.
- Both parties license plates

Make sure NOT to take any pictures that contain blood or gore in any way.

Taking photos can help you when you are describing the accident to law enforcement.

Make notes of any damage to the other drivers' vehicle that was not part of this incident.

After you have taken all the photos, if possible, move your vehicle to save any visible area (Off the road onto the shoulder) or on side of the street.

Please refer to page 5 (Guide To Taking a Accident Photo On Scene)

STEP 5

Taking pictures and pinpointing your exact location are VERY important when filing your claim. Take pictures of street signs, freeway signs, mile markers, stop lights and traffic signs. Also, don't forget to locate exactly where you are on the map.

To find your location or to track where you are exactly, download apps like 3D Compass (for Android) or use your Google Maps (for iPhone) and simply take a screen shot to so you can save it to your phone.

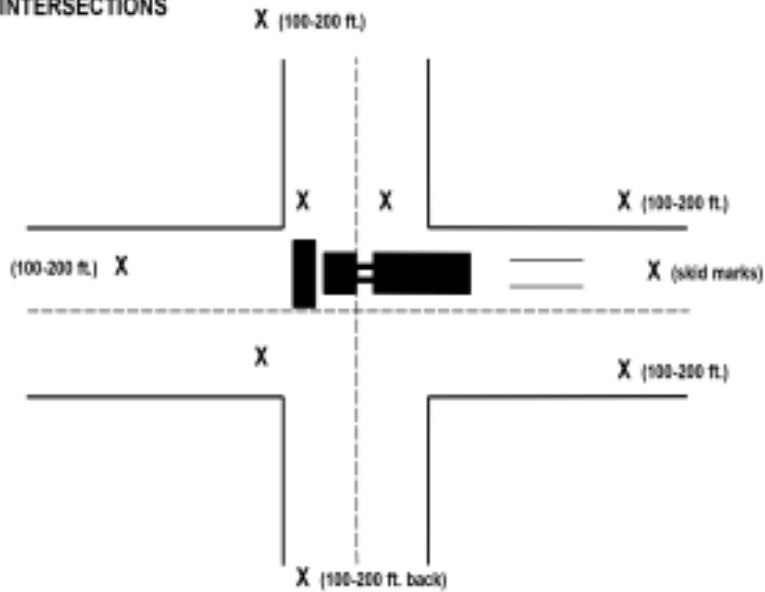
Lastly, send photos along with your location to the insurance company and attach it in an email.



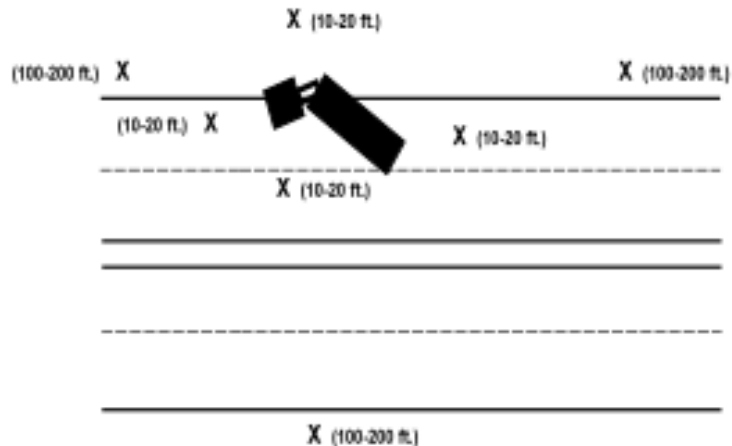
GUIDE TO TAKING ACCIDENT PHOTOS ON SCENE

X Picture Locations

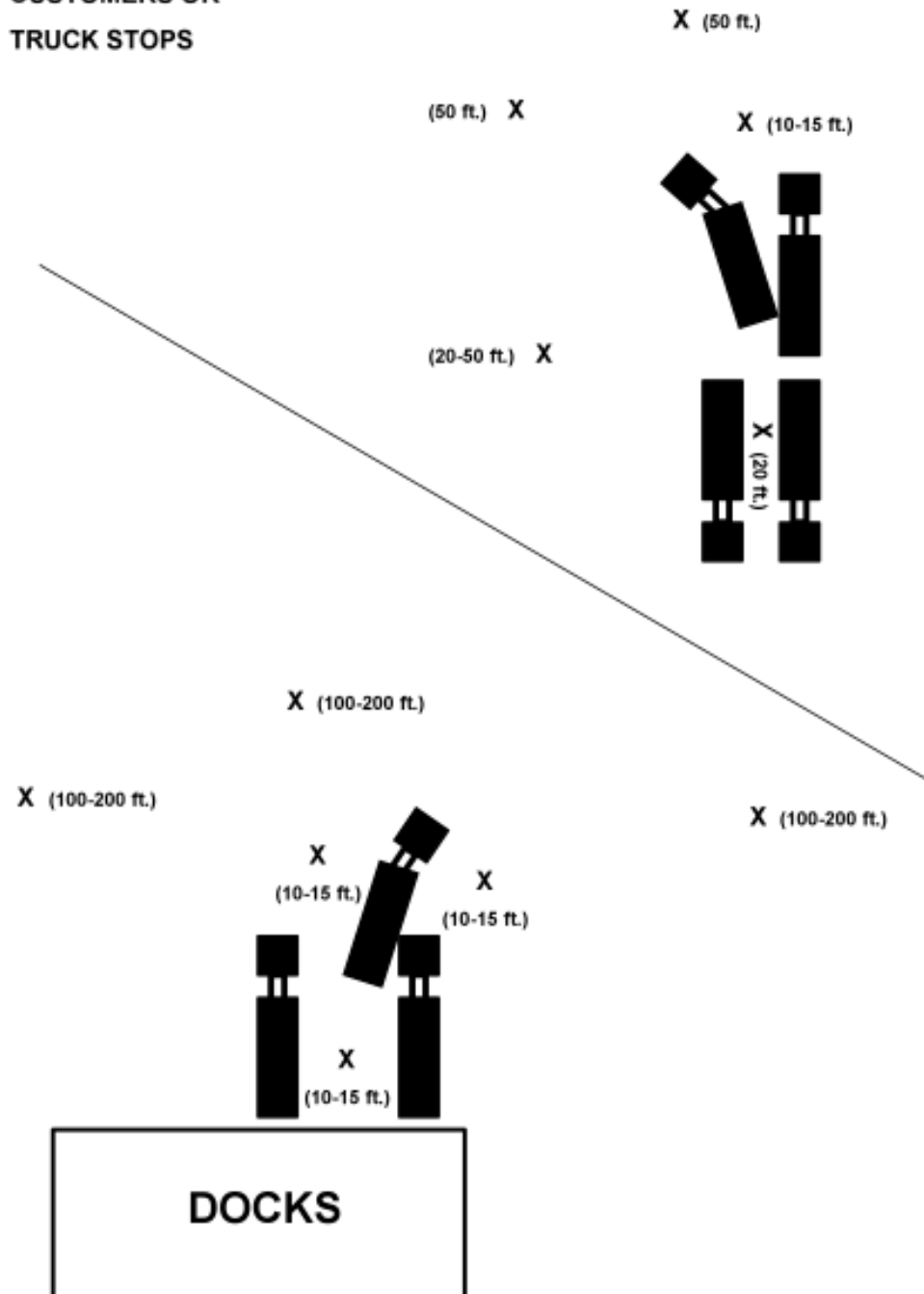
I. INTERSECTIONS



II. STRAIGHT



III. CUSTOMERS OR TRUCK STOPS





STEP 6

Use your smart phone to take photos of the other driver's information. These include:

- Drivers license
- Photos of drivers
- Photos of passengers
- Insurance certificate
- Vehicle registration

Also, request their email address so we can contact them. If they work, you need both their home, work and mobile telephone numbers.

If there are passengers and they also have drivers licenses, take photos of them as well . If not, record their names, addresses, phone numbers and emails.

If there are any known witnesses who stopped to assist in the accident, obtain their full name, address, phone numbers and emails.

In most cases drivers will cooperate when there is an exchange of information. If the driver side passenger is transported to a hospital, see if you can find out which hospital they are were taken to.



STEP 7

Request and write down the names and badge number of the police officer(s).

Ask them how to obtain a copy of the police report and for an incident number to refer to.

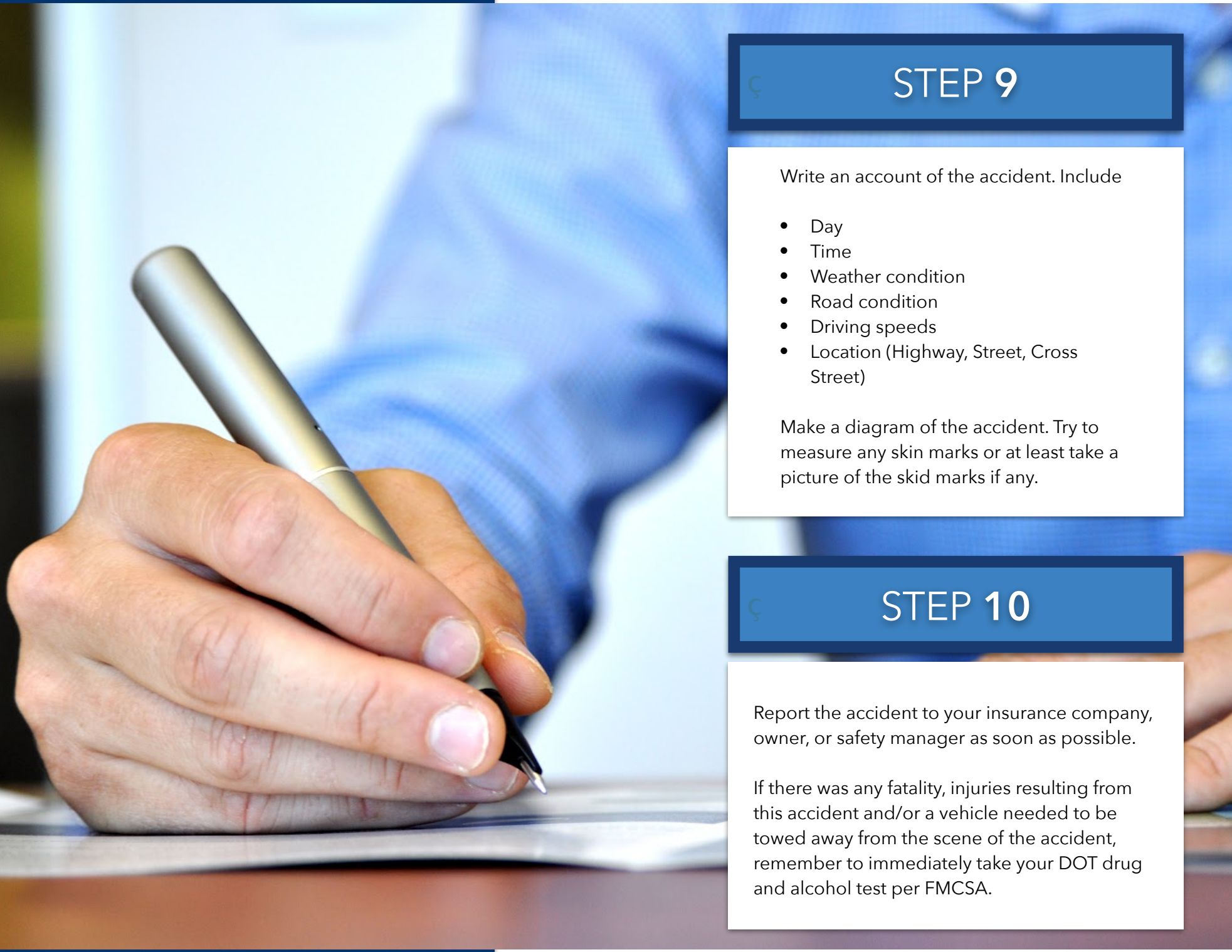
DO NOT sign anything. Only discuss the accident with the police, your carrier and the insurance adjuster assigned to your carrier.



STEP 8

If you suspect the other driver was driving under the influence, ask the police officer to perform a breathalyzer test on yourself and the driver.





STEP 9

Write an account of the accident. Include

- Day
- Time
- Weather condition
- Road condition
- Driving speeds
- Location (Highway, Street, Cross Street)

Make a diagram of the accident. Try to measure any skid marks or at least take a picture of the skid marks if any.



STEP 10

Report the accident to your insurance company, owner, or safety manager as soon as possible.

If there was any fatality, injuries resulting from this accident and/or a vehicle needed to be towed away from the scene of the accident, remember to immediately take your DOT drug and alcohol test per FMCSA.



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