

EEP PPPM Section 7.4.2		Document No.: ADM.PRO.05.03.01	
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## Motor Vehicle Accident Reporting Procedures

### General

If you are involved in a motor vehicle accident while driving a state vehicle, report the accident to your supervisor immediately and to the EEP Safety Consultant. Refer to the Motor Vehicle Accident Reporting Kit which can be found in the glove compartment of the vehicle for additional reporting requirements. The Motor Fleet Management Regulations require all accidents involving state vehicles or property damage, regardless of amount of damage to be reported as following:

- Report the accident to Motor Fleet Management at 1-800-277-8181 (733-4043 in the Raleigh calling area). Complete the Vehicle Accident Report, Form FM-16, and forward to Motor Fleet Management.
- If the accident involves bodily injury or major property damage, report the accident to Travelers Insurance Company at 1-800-832-7839 (non-business hours 1-800-243-3840).

**Note:** Accidents involving motor vehicles that are not part of the Motor Fleet Management fleet shall be handled separately and not reported to Motor Fleet Management. However, if the accident involves bodily injury or major property damage, report the accident to Travelers Insurance Company at 1-800-832-7839 (non-business hours 1-800-243-3840).

### What to do in Case of a Motor Vehicle Accident

- Take precautions necessary to protect the scene of the accident from further accidents.
- Call police. If someone is injured, request medical assistance. If fire is involved, request fire department aid. If necessary, send for help.
- Be courteous. Answer police questions. Give identifying information to the other party involved, but make no comments about assuming responsibility.
- Complete the DRIVER'S REPORT OF ACCIDENT portion of the Driver's Notes card. You will need this information later for state and insurance reports.
- As soon as possible, report the accident to the proper legal authority, to Motor Fleet Management, and to Travelers Insurance Company.

### Reporting Accidents to Motor Fleet Management

Report the accident by telephone to Motor Fleet Management at 1-800-277-8181 (733-4043 in the Raleigh calling area). Complete the Vehicle Accident Report, Form FM-16, and send to:

Motor Fleet Management Division  
1915 Blue Ridge Road  
Raleigh, NC 27607-6403

### Reporting Accidents to Travelers Insurance Company

All accidents involving bodily injury or major property damage to the public should be reported promptly in the following manner:

- To report accidents statewide, call toll free 1-800-762-3804.

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- During non-business hours, on weekends and holidays, when there is a serious injury or death, report the accident immediately by dialing toll-free, 1-800-243-3840.

When an accident is reported, be prepared to provide information as applicable:

- Your name, title, and name of your employer
- Claim code number for this vehicle
- Business address of your employer
- Location and description of accident.
- Description of state vehicle.
- Driver's name, license number, date of birth, and state license was issued.
- Description of other vehicles involved in accident and driver's name.
- Names of all persons injured in accident.
- Name of investigating officer, if known.
- Any other known witnesses.

For accidents involving only minor property damage to the public, complete the special simplified claim form and mail it to Travelers Insurance Company at:

Travelers Insurance Company  
Commercial Lines  
P.O. Box 473501  
Charlotte, NC 28247-3501

### **Car Rental/Towing Service**

If the state vehicle you were driving is no longer drivable, contact Ron Allison or Robert Morris at (800) 277-8181. They will handle contacting a towing service on your behalf. The N.C. Highway Patrol has access to a state credit card to be used if the vehicle requires minor repairs. Additionally, if you need to rent a vehicle to continue business, you should use the same contact number as above. The state has a contract with Enterprise Car Rental. Ron Allison or Robert Morris will make arrangements with Enterprise on your behalf. Show your state ID card to the Enterprise agent and let them know that the contract is under the Department of Administration. An invoice will be sent to Motor Fleet Management, but billed to EEP.