

Accident Reporting

Gathering key information after an accident is crucial.



Key Features

- Customer Contact Center available via a toll-free number 24 hours a day, every day, year round
- Trained accident reporting specialists who gather pertinent accident information
- Less than 10 seconds average speed of answer by the Customer Contact Center
- Customized two-page accident report

Key Benefits

- Trained accident reporting specialists to handle the calls - no phone trees or message centers
- Timely access to vital accident information and notification
- Confidence in accurate accident documentation
- Accident reports are legal documentation submissible in court
- Convenient for drivers and companies
- Quality service 24 hours a day

Statistics

- Of the 16.4 million crashes a year, 41,821 involve a fatality, 27.6 million vehicles are damaged and 25 percent will involve a commercial/fleet vehicle

Source: The Economic Impact of Motor Vehicle Crashes (2000 data); May 9th, 2002, NHTSA Report.

- Accidents cost companies more than \$230.6 billion a year, including \$61 billion in lost workplace productivity and \$59 billion in total property damage

Source: The Economic Impact of Motor Vehicle Crashes (2000 data); May 9th, 2002, NHTSA Report.



Program Overview

As part of the overall Accident Management Program, Accident Reporting documents the key details following a driver's accident. Drivers can contact the Customer Contact Center, available via a toll-free number 24 hours a day, every day, year round. Accident reporting specialists gather complete and accurate accident information that your company and insurance carrier will need. As a result, your company will save valuable time and money.

Delivering Service Excellence

The ASE and I-CAR certified specialists at the Customer Contact Center ease the accident reporting process for drivers who are involved in an accident. Anytime of the day, a live accident reporting specialist will identify the company and vehicle to begin the reporting process. Key required information is gathered on the assigned driver, actual driver, location, time of accident, other vehicles/property involved and a description of the accident.

Based on this information, a comprehensive customized two-page accident report is generated and distributed through your preferred method of notification. Whenever required, a police report will be obtained to determine fault and to assist in the documentation and pursuit of subrogation.

If an injury has occurred, you will be notified immediately. All reporting is escalated to the respective parties (customer and insurance carrier) within 24 hours.

Full Service Vehicle Management

Collision Repair. Through Network, you have access to the most experienced ASE and I-CAR certified technicians who ensure that your vehicles are repaired quickly, cost-effectively and properly.

Rental Program. A single phone call is all it takes for your driver to get a rental vehicle for any reason at specially negotiated rates. Network tracks the time a driver is in a rental vehicle, ensuring minimal downtime and saving your company unnecessary expenses.

Subrogation. Network pursues 100 percent recovery on every claim. A nationwide network of attorneys is available for claims that require litigation.

Salvage. For vehicles that are determined to be a total loss, salvage specialists manage the entire disposal process from relocation - to title transfer - to disposition of funds. The goal is to obtain the optimal return on your vehicle.

Glass Repair/Replacement. Network maintains one of the largest network of automotive glass facilities that repair or replace windshields at your drivers' convenience, even at their home or office.

Motor Vehicle Record (MVR) Checks. Helping to reduce liability and improve overall driver safety, MVR checks identify low-risk and high-risk drivers for current and potential employees. MVR checks are delivered in a secure report.



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