

Auto Repair Process

Requirements from Travelers Insurance for Damaged vehicles:

Pictures are needed of:

- Damaged County Vehicle:
 - All 4 sides
 - VIN Plate
 - Tag
 - Odometer
- Damaged (Third Party) Vehicle(s):
 - All 4 sides
- Any other damaged property

Process for damaged County vehicle:

- Agency/Driver notifies Cynthia Pierce in Risk Management and Fleet Management of accident and/or damage to a County vehicle and other property as soon as possible
- Driver takes vehicle to Auto Doctor for estimate; if vehicle has to be towed, it should always be towed to the County Fleet garage
- Fleet Management will receive a written estimate from Auto Doctor and contact Cynthia Pierce
- Cynthia Pierce will report the claim to our Insurance carrier and work the claim process to ensure payment for damages are approved before accepting any settlement offers. Cynthia will coordinate with the Department and Fleet Management
- Cynthia should receive copies of all reports (Accident and Internal Incident Reports) and all photos; if there is not a written statement from the driver, normally the Insurance Carrier for the third party will have to speak with the driver before settling the claim.
- Risk Management will determine liability and approve the damage estimate based on the **“Georgia Crash Report” provided by the investigating Law Enforcement Agency (Local Police, Sheriff’s Office or GSP).**
- Repair invoices will be processed by Cynthia and Fleet Management