

IN THE EVENT OF A LOSS

- *Remain Calm & do whatever it takes to protect your passengers and your property*
- *If someone is hurt, call 911 for first aid*
- *DO NOT ADMIT LIABILITY, only make statements regarding the accident to the Police*
- *Obtain the necessary information, as outlined below*
- *If it is an auto accident, fill out the **Accident Report** and fax it to us as soon as possible to: (425) 739-9955*

Q. I've been in an accident – what now?

A. Start by reporting your claim to your *Account Manager*. They need to know:

- When the accident occurred
- Where the accident occurred (be as specific as possible)
- How the accident happened
- What kind of vehicle or vehicles were involved (including the year, make, and model)
- A description of the damage on each vehicle
- The names and contact information of people involved in the accident
- The extent of any injuries to people involved in the accident
- The names and contact information of anyone who witnessed the accident
- The name of the law enforcement agency that responded and the police report number, if police were contacted

Q. I have damage to my property - what now?

A. Call your *Account Manager* and let them know:

- When the incident occurred
- A general description of what happened
- The location of the damaged property and what was damaged
- The condition of the home and if it is still livable
- If temporary repairs are needed
- If the fire or police department was contacted, which department responded and any report number. Your contact information and the best time to reach you

Q. Do I need to protect my property from further damage?

A. Yes, once it is safe to do so, it is your responsibility to protect your property from further damage by doing the following:

- Arrange for reasonable temporary repairs such as boarding up broken windows, covering the roof, and removing debris
- Keep a list of any temporary repairs you make to document the damage, and make sure to save your receipts
- If possible, place damaged items in a secure area where they can be inspected. If you are unsure about an item, include it with the damaged property
- If you have fire or smoke damage, do not try to clean the damaged items; sometimes cleaning things without the proper equipment can cause more damage