

# Accident Reporting

The safety and well-being of our travelers is of utmost importance to Enterprise and National. While accidents are never anticipated, we are prepared to assist you in the event of such an occurrence.

In the event of an accident:

## Call the Police

- Immediately report accidents to the rental office.
- If the office is closed, call Roadside Assistance.
- Report accidents within 24 hours (or next business day).

## Provide your Information

- Deliver to the rental office every process, pleading or document for any claims, suits and proceedings from the accident.
- Present collected information on all parties involved to the office and/or Roadside Assistance.
- Provide personal insurance information, if requested.

## Complete an Accident Report

- The renting branch will obtain the required information from you and complete an Accident Report.
- Document the accident site with photographs.

## Return the Vehicle

- Return the vehicle as soon as possible.
- If the vehicle is not drivable (or was towed), provide the tow company information to the rental location or Emergency Road Service.
- The rental location will contact the traveler if damage is discovered after the vehicle is returned.

## Incident Report to DRU

- The rental office will document all vehicle damage and send an incident report to the Damage Recovery Unit (DRU). DRU will handle the claim through to resolution.
- Most claims are documented when the vehicle is returned with the renter is present.
- Claims are written and all involved parties are contacted within 48 hours of return of the vehicle.
- DRU will pursue collections depending on the loss and the unique circumstances surrounding the account.
- Cooperate fully with the renting branch in the event of a claim, suit, or legal proceeding.

**Enterprise 24-Hour Roadside Assistance**

**1.800.307.6666**

**National 24-Hour Roadside Assistance**

**1.800.367.6767**



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