

After an Accident Checklist

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Print this page, keep it in your glovebox, and work top to bottom.

AT THE SCENE

- ☐ Check for injuries; call 911 if anyone is hurt.
- ☐ Move vehicles out of traffic if they are drivable; turn on hazards.
- ☐ Call the police and request a report or exchange-of-information number.
- ☐ Photograph all vehicles, damage, plates, road, signs, and skid marks.
- ☐ Exchange name, phone, address, insurer, policy number, and plate.
- ☐ Get names and numbers of any witnesses.
- ☐ Do not admit fault or agree to a cash settlement on the spot.

WITHIN 24 HOURS

- ☐ Report the claim to your insurance company and write down the claim number.
- ☐ See a doctor if you have any pain (Florida PIP requires care within 14 days).
- ☐ Tell your insurer you are choosing Express Auto Center — the shop choice is yours.
- ☐ Send us your photos and claim number to start the estimate.
- ☐ Ask your insurer whether your policy includes rental coverage and the daily limit.

BRING OR SEND US

- ☐ Driver's license and insurance card.
- ☐ Claim number and adjuster name / phone.
- ☐ Police report or exchange-of-information slip.
- ☐ Vehicle year, make, model, and VIN.
- ☐ Photos of every angle of the damage.
- ☐ Any prior repair or paint history on the damaged panels.

TRANSPORTATION WHILE WE REPAIR

- ☐ We have rental vehicles on site — ask us to reserve one when you drop off.
- ☐ Confirm your rental coverage limit and number of days with your insurer.
- ☐ Bring your driver's license and a credit card for the rental agreement.
- ☐ Remove personal items, toll transponder, and garage remote from your vehicle.

QUESTIONS TO ASK US

- ☐ What is the estimated completion date?
- ☐ Will OEM or aftermarket parts be used, and what did the insurer approve?
- ☐ Will a supplement be needed if hidden damage is found?
- ☐ What does the lifetime paint warranty cover?