

## **Avis Accident Procedure**

Auto accidents are unfortunate but a possible occurrence. IAS realizes for all persons involved, the stress and trauma associated with an accident can be significant. Should you be involved in an auto accident while driving an Avis rental vehicle, there are some important steps you must follow:

- 1) Call the local police - 911 in most areas.
  
- 2) Once the police arrive, ask them to complete and provide you with a copy of the police report and accident report.
  
- 3) **Complete and turn in the accident report usually found on the back of the rental jacket**

**Please contact:**

**1-800-354-2847**

**Press Option 1 for Roadside Assistance**

**Press Option 1 for Avis**

**Press Option 1 to Report an incident**

- 4) Call the location where you picked up your rental vehicle. The number is listed on the rental agreement

- 5) You will be asked for your rental agreement number, which is at the top of the rental agreement.
  
- 6) You may need to know your rental/MVA number – this information is listed on the key tag or contract. If that is not convenient, write down the license plate number and state of plate.
  
- 7) If the car is not in driving condition, arrangements will be made with the local rental location for a replacement vehicle.
  
- 8) Call Roadside Assistance at **1-800-354-2847 ( please use prompts indicated above)** for emergencies, accidents, incident reports and car breakdown replacement.

Please remember in the event of an accident, the Accident Report in the rental jacket must be completed immediately after the accident has been reported to the Police. You will be advised whether you should continue driving the car.

All Avis claims and incidents are handled by Sedgwick Claims management. You may file an immediate claim by using the below contact details.

866-446-8376

800-551-5998

[ABGFNOL@sedgwickcms.com](mailto:ABGFNOL@sedgwickcms.com)

You will also find an Accident/Incident Report form in the glove compartment of the rental vehicle or you may obtain one from any rental counter; Please maintain a copy of your completed Accident/Incident Report for future reference.