

## Hertz Accident Procedures

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 a Hertz 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.
  
- 4) Call the location where you picked up your rental vehicle (the number is listed on the rental agreement).
  
- 5) You may need to know your rental/MVA or RR (Rental Record) 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.
  
- 6) If the car is not in driving condition, arrangements will be made with the local rental location for a replacement vehicle.
  
- 7) In the event the car is not drivable, contact 24 hour Roadside at **1800-654-5060** to ensure proper handling of your need for a 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.

Please maintain a copy of your completed Accident/Incident Report for future reference.