

ACCIDENT CHECKLIST

- Try to stay as calm as possible.
- Call the police immediately to report any accident resulting in personal injury or vehicle damage.
- Check for injuries. Safety is more important than vehicle damage. Call 911 for an ambulance if needed.
- Turn on your hazard lights. Use cones, warning triangles, or flares for safety. If you are blocking traffic and it is safe to do so, pull off to the side of the road or into a well-lit parking lot.
- Exchange contact information with all drivers and witnesses.
- Make immediate notes about the accident, including specific damages to all vehicles involved. Take pictures of the damage to your vehicle, the other vehicle(s) and the area of the accident. If your cell phone does not have a camera, keep a disposable camera in your glove box for this purpose.
- Don't make statements about responsibility to the police, the other driver, witnesses, or anyone else at the scene and don't accept fault, even if you believe the accident may have been caused by you.
- Make sure your thoughts are clear before making any statements to the police, and be courteous and state only the facts.
- If you believe the other driver has been drinking or is otherwise impaired, do not confront him or her. Let the police handle it.
- **Call National Auto Collision Centers at (520) 623-4959.** We are available 24 hours a day, 7 days a week. We will arrange for free towing to our shop, assist you with your insurance claim and rental car, and provide quality repairs to your vehicle with a lifetime guarantee.
- Before you notify your insurance company, make sure you know your rights: some insurance companies may want you to visit their drive-in claims center before having your car repaired. **We recommend you leave your car at our shop and ask the insurance company to inspect the car here.** This enables us to disassemble your vehicle and assess hidden damage. In addition, you are not required by Arizona law to obtain more than one estimate or appraisal.
- **Most importantly: your insurance company cannot require you to go to a particular shop; it is against the law.**

We will make rental car arrangements for you at our shop, giving you one less thing to worry about.

DON'T FORGET...

- **You have the right to go to the repair shop of your choice. Your insurance company cannot require you to go to a particular shop.**
- **Your car is a big investment and your safety relies on it working properly. Have your vehicle repaired by a professional.**
- Never drive a car that could be unsafe because of damages.
- Differences in repair estimates are common, and it's important to remember that a lower estimate may not include all the work that's really necessary. If you're not sure why one estimate is different from another that you acquired, please ask us.
- Choose a collision repair shop that has unibody repair equipment and certified (by I-CAR or ASE, for example) technicians.

- Ask if the body shop will be using genuine manufacturer (OEM) replacement parts, and ask if the body shop offers a repair warranty.
- Let us negotiate with your insurance company for you. All we need is your claim number. We will negotiate the repair with the insurance company and we will always keep your best interest in mind.