

# Auto Accident Reporting New Procedure Implementation Guide

The Tennessee Department of Treasury Division of Claims and Risk Management handles insurance for the State of Tennessee. A third party administrator works on behalf of the State to provide adjusting services for auto liability claims.

State employees will need to contact the State of TN Auto Accident Call Center if they are involved in an auto accident while driving a state vehicle, rental, or their own vehicle on official State business.

Please take the following steps to make your employees aware of the new procedure and what will be expected of them if they are involved in an auto accident during the course of their employment.

- 1.** Display Vehicle Accident Reporting Posters in areas where fleet vehicles are parked and in other areas where they will be easily seen by employees who drive either a state car, rental car, or personal car for official State business.
- 2.** Have a staff person physically place Vehicle Accident Reporting Instructions and Damage Notification Card in ALL state-owned vehicles. Inform state vehicle drivers where the documents are located in the car.
- 3.** The appropriate person for your agency should train supervisors and employees on the information they will need to provide on the phone to the State of TN Auto Accident Call Center in the event of an accident.
- 4.** The appropriate person for your agency should make sure all supervisors know to train their employees on the new procedure, and make sure all drivers know the correct phone number to call in the event of an accident.

**State of TN Auto Accident Call Center: (855) 253-0629**

- 5.** The appropriate person for your agency will need to develop a process for their department to ensure employees who rent a car or take personal vehicle receive the Vehicle Accident Reporting Instructions and Damage Notification Card, as well as all other information they need, before driving on official State business.



Tennessee Department of Treasury; April 2018;  
200 copies. This public document was  
promulgated at a cost of 3¢ each.



State Treasurer David H. Lillard, Jr.

DIVISION OF  
**CLAIMS & RISK  
MANAGEMENT**