

Collision Management

Making collisions easier to handle

Companies hand over the keys to millions of employees every day. Those keys start the engine, but also ignite the responsibility for safe driving. At Element Fleet Management, we know driver safety is your ultimate priority, but we also know collisions happen. Element's Collision Management program assists your drivers with all collision-related needs such as comprehensive collision data capture, vehicle tow service, rental assistance and repair management.

Our team closely manages the repair process working to reduce costs and vehicle downtime. We negotiate on your behalf throughout the claim process and pursue maximum recovery of your costs. In addition, we provide real time claim information and collision reporting to help you analyze and manage risk.

Your fleet receives comprehensive care when you combine our Collision Management program with our Safety program - we identify risky drivers, provide targeted safety training and manage the collisions that do occur.

For more information,
contact your Element
account manager or visit
[elementfleet.com](https://www.elementfleet.com)



Collision Management

Services that help with every step of the collision process

DRIVER ASSISTANCE

24/7 assistance with claims and inquiries

- 24/7 driver support for towing, rental, glass and repair assistance
- Experienced, multi-lingual professionals provide fast, reliable service when your drivers need it the most
- Executed First Notice of Loss (FNOL) for data reporting, liability notification and subrogation

COLLISION EVALUATION AND AUTHORIZATION

Expert evaluation on vehicle repairs

- ASE certified and I-CAR trained certified collision adjusters review, negotiate and make recommendations on repairs
- For certain repairs, drivers simply take a photo of the vehicle, submit to Element, and an estimate is determined without visiting a repair shop
- Convenient shop assignment
- Authorize and pay claims

REPAIR MANAGEMENT

Manage repairs from start to finish

- Coordinate receipt of documentation and photos
- Follow up on critical repair cycle events to minimize vehicle downtime
- Manage rental process including rental extensions and billing

ROBUST REPAIR NETWORK

Manage supplier relationships to ensure the highest level of service

- More than 4,000 convenient network repair providers in the US and Canada
- All network suppliers are monitored to meet Element's strict supplier compliance and performance levels
- Negotiated repair rates save you money

SUBROGATION/COLLECTIONS

Full assessment of subrogation recovery potential

- Pursue maximum recovery according to state and provincial laws
- Conduct collision investigation concurrent with repairs
- Provide claim coordination with liability carriers and third-party administrators
- Communicate with other insurance parties

WEB ACCESS

All collision and risk details via Xcelerate, our client web portal

- FNOL, images and claim notes available 24/7
- Data is updated in real time
- Ad-hoc standard reports
- Personalized reports with filter options and quick queries to view what's most important to you

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