



Accident

Making accidents 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 accidents happen. Element's Accident program assists your drivers with all accident-related needs such as comprehensive accident data capture, vehicle tow service, rental assistance and repair management. Our accident 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, our web portal provides real time claim information and accident reporting to help you analyze and manage risk.

Your fleet receives 360° care when you combine our Accident program with our Risk & Safety program - we identify risky drivers, provide targeted safety training and manage the accidents that do occur.

For more information, contact your Element account manager or visit elementfleet.com





ACCIDENT

Services that help with every step of the accident process

Driver assistance

24/7 toll-free 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
- Execute First Notice of Loss (FNOL) for data reporting, liability notification and subrogation

Collision evaluation and authorization

Expert evaluation on vehicle repairs

- Customer-aligned ASE certified and I-CAR trained certified collision adjusters
- Adjusters review, negotiate and make recommendations on vehicle repairs
- 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
- Negotiate rental expenses

Supplier management

Manage supplier relationships to ensure optimum results

- Monitor supplier compliance and performance levels
- Manage impound, theft recovery or police-held vehicles

Subrogation

Full assessment of subrogation recovery potential

- Pursue maximum recovery according to state and provincial laws
- Conduct accident investigation concurrent with repairs
- Provide claim coordination with liability carriers and third-party administrators
- Refund issued to customer
- 98.7% recovered for all subrogation attempted

Web access

All accident and risk details via customer web portal

- FNOL, images and claim notes available anytime
- Data is updated in real time
- Custom reports and quick queries to view what's most important to you