



Getting Your Vehicle Repaired

Where you get your vehicle repaired is up to you. Some things to ask when checking out an auto body repair shop:

- How long has the shop been in business and what is its reputation?
- Does it offer a lifetime warranty?
- Has it worked with your insurance company before?

If using your collision or comprehensive coverage, you'll need to pay your deductible before you can pick up your vehicle. Your insurance company should discuss any other out-of-pocket expenses with you before you pick up your car.

Need help? Contact us at 1-877-881-6388,
or www.insurance.pa.gov.

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You've just been in a **car crash.**



Now what?

Being in a vehicle crash is

**scary,
confusing,
and frustrating.**

But there are a few things you should make sure to do right away following a crash.

They are:

- If there are injuries, call 9-1-1!
- Get each driver's name, insurance company name, and phone number.

If you can't get this information, then:

- Each car's year, make, and model.
- Names and contact information for any witnesses.
- The names, badge numbers, and contact information of any police officers who come to the scene, as well as the police report number.



When you can, after the crash, write down the date, time, location, and what happened. If possible, take pictures. This will help when reporting the claim to your insurance company.



To take some of the guesswork out of a tense situation, the National Association of Insurance Commissioners (NAIC) developed WreckCheck™. This free mobile app for iPhone® and Android®

smartphones outlines what to do immediately after a crash, and walks you through a step-by-step process to create your own accident report.



Contact Your Insurance Company

Once you get all the information you need, contact your insurance company to file a claim, which lets the insurance company know you were in a crash. Your insurance company's phone number is on your insurance card. The insurance company will assign someone called a claims adjuster to investigate the claim. You should cooperate with the adjuster's investigation.

Insurance companies, by law, must investigate your claim fairly and promptly. Check out our Auto Insurance Guide located on our webpage: www.insurance.pa.gov under auto.