

[Company Header/Logo]

[Date]

[Client Name]

[Client Address]

[City, State, Zip]

**Subject: Welcome to [Insurance Company Name] - Fleet Claims Guide**

Dear [Contact Name],

Welcome to [Insurance Company Name]. We are pleased to provide commercial fleet coverage for [Client Company Name]. Our goal is to minimize your downtime and manage your claims efficiently.

Please review the following guide on how to handle an accident and file a claim.

## 1. Immediate Steps After an Accident

- **Ensure Safety:** Check for injuries and move vehicles to a safe area if possible.
- **Call Authorities:** Contact local police to file an official report.
- **Exchange Information:** Collect names, contact details, insurance info, and license plate numbers from all parties involved.
- **Document the Scene:** Take photos of vehicle damage, the surrounding area, and any visible road signs or signals.
- **Identify Witnesses:** Obtain contact information for any bystanders.

## 2. How to Report a Claim

All accidents must be reported within [Number] hours, regardless of fault. Use one of the following methods:

- **Phone:** [Claims Hotline Number] (Available 24/7)
- **Online Portal:** [URL for Claims Portal]
- **Email:** [Claims Email Address]

## 3. Required Documentation

To expedite your claim, please have the following ready:

- Policy Number: [Policy Number]
- Vehicle Year, Make, Model, and VIN
- Driver's Name and Employee ID
- Police Report Number
- Date, Time, and Location of the Incident

#### **4. Preferred Repair Network**

We maintain a network of certified heavy-duty and commercial repair shops. Using our network provides [Benefits, e.g., direct billing and prioritized scheduling]. Contact your claims adjuster for a list of approved facilities near you.

If you have any questions regarding your coverage or the claims process, please contact your Account Manager at [Phone Number] or [Email].

Sincerely,

[Signature]

[Sender Name]

[Title]

[Insurance Company Name]