

VEHICLE ACCIDENT REPORTING PROCEDURES

Miller Pipeline has partnered with Fleet Response for all vehicle accident reporting. All vehicle accidents/incidents need to be reported regardless of how minor or cause i.e., vandalism, weather, collision windshield repair, etc. Fleet Response will direct you to a repair facility, arrange a tow (when necessary), and negotiate the repair price.

For all vehicle accidents/incidents, we ask you follow the steps below:

1. Find your Auto Claim Packet in your glove box. Use the enclosed to capture important information at the accident scene.

2. Call Fleet Response at 1-800-338-0619 (24 hours a day 7 days a week) at the scene if possible or within 24 hours after the incident to report your claim. Please be prepared to provide the following information to the Fleet Response representative; *your name, division (Sales or Corporate), Year/Make/Model/VIN of your vehicle, Mileage of Vehicle, work address and phone number along with a complete description of the incident, witness information and the damage to your vehicle.* The Fleet Response representative will create the Automobile Loss Notice.

3. Depending on the condition of your fleet vehicle, Fleet Response will direct you to a Fleet Response designated repair facility as soon as possible for an estimate or have it towed to one. After Fleet Response audits the estimate, the repair facility will contact you regarding a repair appointment. **Remove all company property and personal belongings from the vehicle. The repair facility is not responsible for lost or stolen property.** If your vehicle is not repairable (totaled), Fleet Response will coordinate with the leasing company for proper disposal of the damaged vehicle. If you have questions during the repair process contact Fleet Response at 1-800-338-0619.

4. All accidents and injuries should be reported to your supervisor as soon as possible.

5. When reporting to police, follow the laws of the state in which the incident occurred.

6. Serious Injuries or Fatalities: When reporting a serious injury or fatality, Fleet Response will immediately contact the appropriate person at Miller Pipeline's Corporate Fleet Department.

7. Subrogation: When another party is at fault for the incident, Fleet Response will contact the other party and/or their insurance company as Miller Pipeline representative to recover the repair costs and all other expenses associated with the incident. Please cooperate fully with Fleet Response if they need any additional information while subrogating the claim.

Glass Only: All claims involving GLASS ONLY damage (vandalism, weather, road debris, etc.) should be reported and repaired through **Fleet Response at 1-800-338-0619.**

RENTAL VEHICLES

Fleet Response will handle all rental requirements to ensure you have the best vehicle and price based on your needs. Fleet Response works with all major rental car companies with negotiated rates.

Procedures for Renting a Vehicle:

1. Call Fleet Response at 800-338-0619 between 8:00am and 8:00pm EST.

2. Please be prepared to provide the following information: Company name, Driver name, Division, Approximately how long you will need the rental, Reason for rental i.e. accident, maintenance, other.



Questions?

Contact Michelle Hall 317.653.5286
or Jim Romer 317.653.5314