



## Claims

The moment in which an insurance company responds when a claim is made, is the true test of the company's commitment to meeting its responsibility to its customers. Does a company representative respond promptly and professionally, treat the parties with respect, explain the process, keep the customer informed throughout the claim process, and make accurate, timely, and fair claim decisions?

### With You all The Way

Customers should expect all of those things, and at Frankenmuth Insurance, it is our mission to always provide the best service possible, so we do all of these things. We want every customer to have confidence we are "with you all the way."

### Contact Our Claims Department

To contact our Claims Department, call us toll-free at:

**(800) 234.4433**

AGCY-ARK11 (10.11)

### With You all The Way

In today's world, risk is a certainty. Understanding that reality, Frankenmuth Insurance is in business to provide stability in troubled times.

Headquartered in historic Frankenmuth, Michigan, the employees of Frankenmuth Insurance focus daily on a single purpose – our policyholders' peace of mind.

Our employees continually challenge themselves to provide the industry's best service. We practice hometown values, and in all situations, we remain true to our word.

Frankenmuth Insurance is a leader in commercial and personal insurance coverage. With more than \$1 Billion in assets and an A.M. Best "A" rating, as a policyholder, you can rest assured Frankenmuth Insurance is with you all the way.

*Contact your local Frankenmuth Insurance independent agent for more details:*



*With you all the way.™*

1 Mutual Avenue  
Frankenmuth, MI 48787  
Claims: (800) 234.4433  
fmains.com

## Vehicle Accident Reporting Kit



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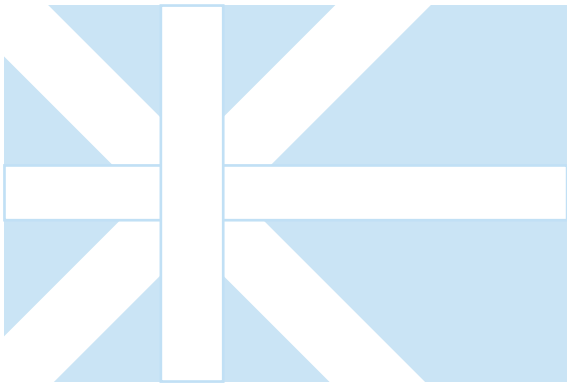
*With you all the way.™*

## At the Scene of the Accident:

### Important Things to Remember:

- Use this form to record accident information while the incident is still fresh in your memory; including names, addresses, insurance information of all persons and vehicles involved in the accident.
- Try to keep calm.
- Check for injuries, and get help if needed.
- Do not leave the scene of an accident.
- Do not admit responsibility at the accident scene or blame anyone else.
- Do not discuss the scope of your insurance coverage.
- Report all losses to us or your agent immediately.
- Warn oncoming traffic - turn on your auto hazard lights, setting out safety flare(s) or warning triangles.
- Exchange personal information with the other driver.
- Discuss the incident only with the police.

### Indicate what happened in the diagram:



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## Accident Details:

### Vehicle #1 - Your Vehicle

Date \_\_\_\_\_ Time \_\_\_\_\_ AM \_\_\_ PM \_\_\_

Location \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Approx. Speed at time of accident:

Your Vehicle (mph) \_\_\_\_\_

Other Vehicle (mph) \_\_\_\_\_

### Comments Regarding Accident:

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### Police Information:

Officer Name \_\_\_\_\_

Badge # \_\_\_\_\_

Police Station \_\_\_\_\_

### Witnesses:

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Phone # \_\_\_\_\_

### Witnesses:

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Phone # \_\_\_\_\_

## Other Drivers:

### Vehicle #2

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Age \_\_\_ Sex \_\_\_ Driver License # \_\_\_\_\_

Make of Car \_\_\_\_\_

Year \_\_\_\_\_ Color \_\_\_\_\_

License Plate # \_\_\_\_\_ State \_\_\_\_\_

Owner \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Insurance Company \_\_\_\_\_

Insurance Agency \_\_\_\_\_

Visibly Injured? \_\_\_\_\_

Injury \_\_\_\_\_

### Vehicle #3

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Age \_\_\_ Sex \_\_\_ License # \_\_\_\_\_

Make of Car \_\_\_\_\_

Year \_\_\_\_\_ Color \_\_\_\_\_

Plate # \_\_\_\_\_ State \_\_\_\_\_

Owner \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Insurance Company \_\_\_\_\_

Insurance Agency \_\_\_\_\_

Visibly Injured? \_\_\_\_\_

Injury \_\_\_\_\_