



You had an accident. Now what?

If you are driving a state vehicle, rental, or your own vehicle on official State business, follow these instructions if an auto accident occurs:

- 1.** Don't leave the scene. Be prepared to communicate ALL details of the incident to the State's adjuster.
- 2.** Call emergency services (911 or police non-emergency number) as needed.
- 3.** Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages.
- 4.** Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 to report the incident, then call your supervisor and follow your department's applicable procedures. Accidents not reported within 24 hours are subject to a penalty.
- 5.** Do not admit fault in the accident or promise coverage or reimbursement to anyone.

Provide to the Call Center:

- Incident date, time, and location
- State driver's name, phone number, and email
- Any other driver's name, phone number, and email
- Vehicle info. for all vehicles, including license plate # and/or VIN
- Supervisor's name and contact information
- Confirm if any injuries/fatalities occurred

If you hit an unoccupied vehicle:

- 1.** Fill out a Damage Notification Card and leave it on the unoccupied vehicle.
- 2.** Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.
- 3.** Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle (on the driver-side dash, near the windshield).

State of TN Auto Accident Call Center: (855) 253-0629