

# AUTO CLAIM ORGANIZER FORM

## - INTRODUCTION & USAGE -

**fender mender**  
collision repair specialists

326 N. El Camino Real, Encinitas CA 92024

**760.436.5575** Mon-Fri 7:30 - 5:00pm fax **760.436.0203**

*we work with your insurance company, but we work for you!*

## What is this and how do I use it?

These forms are designed to help keep your claim information organized, and to help you ask the right questions and have the right answers when you talk to the insurance company. Keep it handy until your car is finished!

There are 2 forms in this document:

- The first (Reporting the Claim) is designed for you to gather information before you call the insurance company.
- The second (Claim Information) is where you will write down information when you speak to the adjuster.

*Please read the instructions on each page before proceeding.*

## Reporting a Claim

Basically, starting a claim is simple: Call the phone number on your Proof of Insurance card, get connected to a claims person, and give them the information they ask for. The first form (Reporting the Claim) allows you to organize all of the details needed to file your claim on one sheet of paper *before you call*. However, you should also be prepared to offer general information not listed on the form, such as:

- The location of the incident
- Descriptions of any known injuries sustained
- Police authority contacted or at scene
- Description of the damage to your car, and whether it is safely drivable

Whether your car is safely drivable is important for you to determine before you report the claim, in order to assist you there's a pop-up list on our website in the [Basic FAQs section](#)...look for "[safely drivable](#)".

## Claim Information

The second form (Claim Information) is where you will write down information the adjuster gives you when you report the loss, such as your claim number, your deductible, coverages, etc.

## What if I need help?

There are several references back to our website, if any of those reference pertain to your claim, it's a good idea to read up on them before you call the insurance company. Otherwise, if you have any questions, or you're just not sure of how to proceed, just give us a call, we'll be glad to give whatever advice we can!



**California residents have the legal right to select the repair shop, even when insurance is paying.**

# AUTO CLAIM ORGANIZER FORM

- REPORTING THE CLAIM -

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## Instructions

Before you call the insurance company, review and fill out the applicable shaded areas on both forms. Either party's **Proof of Insurance Card** is a good place to find the info for this page. Also, it's a good idea to take a look at the notes under the **Type of Claim Being Reported** section below, and read any of [our FAQs](#) that pertain to your particular loss.

Basic Insurance & Car Information					
	Company	Main phone	Policy number	Vehicle Year Make & Model	License
Mine					
Other 1					
Other 2					
Notes					

Other Party's Information (if applicable)				
	Name	Phone 1	Phone 2	Email
Person				
Insurance				
Notes				

Type of Claim Being Reported				
<input checked="" type="checkbox"/>	Coverage	Fault	Chargeable	Notes
<input type="checkbox"/>	My Collision	Self	Probably	You may want to ask if/how this will affect your rates.
<input type="checkbox"/>	My Collision	Hit & Run	Shouldn't be	Offer verification of why it's hit & run if possible.
<input type="checkbox"/>	My Collision	Known Uninsured Party	No	Your insurer will need to verify the party is uninsured.
<input type="checkbox"/>	My Collision	Other Insured Party	No	Read the "Should I use my own insurance..." FAQ.
<input type="checkbox"/>	Other Party's Liability	Other Insured Party	Not your insurance	No down-side as long as company is fair & responsible.
<input type="checkbox"/>	My Comprehensive	None	Shouldn't be	Read the "What's the difference between a..." FAQ.
Notes				

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- CLAIM INFORMATION -

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## Instructions

Before you call the insurance company, review and fill out the applicable shaded areas on both forms. When you do speak to an adjuster, enter the information they give you into the appropriate open boxes on this form.

Once you find out from the adjuster which type of estimate they want, visit [www.fendermender.com](http://www.fendermender.com), and click "How Do I Get An Estimate", you'll find detailed procedure explanations under "I need an estimate for insurance".

Claim Information				Date of Loss: ___/___/___
	Company	Representative Name	Phone & Ext	Claim/Reference Number
My Insurance				
Other Insurance				
Repairer	<b>FENDER MENDER</b>		<b>760.436.5545 x_____</b>	None needed
Rental Car				
Other Insurance 2				
Witness Info				

Insurance Coverages <i>(we suggest you confirm coverages with your claims representative before entering info)</i>				
	Deductible	Car Rental		
		Days	Per Day Limit	Amount Max
My Insurance	\$ _____			
Other Insurance	Not applicable	until completion	comparable car	no limit (within reason)
<input type="checkbox"/> I don't need a rental car. Ask the adjuster if I can get paid for "loss of use" instead, if yes how much? \$ _____				
Note: Your deductible is owed to the shop upon completion, however it may be waived by your insurer if a known other party was at fault. If the known other party was uninsured, you must have specific coverage (such as uninsured motorist) for it to be waived.				

Type of Repair Estimate Requested by the Insurer		
<input checked="" type="checkbox"/>	Type	Process
<input type="checkbox"/>	Shop of Choice	We will photo the car and submit the estimate. See our website or call us for instructions.
<input type="checkbox"/>	Drive-in Claims	You will be given an appointment to take your car to a specific location for an inspection & estimate.*
<input type="checkbox"/>	Field Inspection	An adjuster will inspect your car at your home or work, and then prepare an estimate.*
<input type="checkbox"/>	Insurer's DRP Shop	Similar to Drive In Claims. If this is inconvenient, call us...we may be able to work around it for you.*
* We'll need a copy of the insurance estimate to proceed, if we haven't seen your car, just stop in with both (no appointment necessary).		

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