



Auto Damage Quick Reference



If accidents, theft, severe weather, or vandalism damage your vehicles, the TASB Risk Management Fund will get you back on the road quickly and cost-effectively. This short guide will help you navigate the claim process.

Step 1. Collect information

The more information you share about the incident on the front end, the more efficiently our team can investigate the facts and determine liability:

- Document the date, time, and location of the incident.
- Request a copy of the police report, or share the report number with us.
- Get injured parties' names and contact information.
- Access video surveillance if available.
- Take photos of accident scenes, debris, tire marks, and vehicle damage.

Step 2. Report the incident

We encourage you to report incidents as soon as possible to avoid potential coverage issues and allow the Fund to start working to protect your interests. Prompt reporting also helps ensure competitively priced parts and labor rates:

- Report a claim **online** to save time and administrative burdens.
- You can also report by phone at 800.482.7276, x6800 or fax at 800.580.6720.

Step 3. Get an estimate

The Fund offers three ways for members to submit damage estimates.

1. Get an estimate within 48 hours by submitting photos of the damage to us (see our "Tips for taking photos").
2. Take the vehicle to a shop and have them submit an estimate.
3. Ask the Fund to send a third-party adjuster to evaluate damage and issue an estimate.

What to expect after you report an incident

- Someone from our team will call you within 24 hours of receiving the claim.
- For collision, comprehensive, and unrepresented claimant losses, we follow up as the needs of the claim warrant.
- If attorneys are representing your organization, we generally contact them every 30–90 days. We maintain frequent communication with all stakeholders and update them as appropriate.
- Our goal is to determine compensability within 14 days of completing our investigation. The process could take longer if we need additional information.



Tips for taking photos

You can help ensure a timely, accurate estimate by submitting photos to the Fund. If you report your claim online, the system allows you to upload photos. You can also email photos to ALPClaimsInBox@tasb.org.



Vehicle identification number (VIN). The VIN provides us the information we need to discuss damages and vehicle values. You will find the VIN inside the driver-side door, next to the door latches, near the seatbelt return.

Vehicle's four corners. Photos of the vehicle's four corners give us a reference point before looking at your close-up photos. Try to capture the same angles shown in these sample photos.



Close-ups of damaged area(s). Close-up photos give us a clear picture of the type and extent of damage. Stand back far enough that we can see where the damage is located.



Need more information?

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- Authorize [electronic fund transfers](#) (login required) for quicker payments.
- Change your organization's [Auto coverage program coordinator](#).