

## Claim instructions for



1. Contact police and file report
2. Report claim with branch you rented from (brand specific)
  - a. Include as much information as possible (other party information, police report number, etc)
  - b. If branch is unavailable, contact Emergency Road Service (ERS) with the information:
    - i. National USA (800) 367-6767
    - ii. National Canada (800) 268-9711
    - iii. Enterprise (800) 307-6666
3. Branch or ERS will create an Incident Report.
4. Renter will receive a call from the Damage Recovery Unit to verify information, ask any additional questions or gather information for additional proceedings.
5. Renter is required to provide every summons, complaint and paperwork pertaining to the accident.
6. This process can take a few weeks to a few months depending on the information and the extent of the accident.
7. If you require follow up with our Damage Recovery Unit (handles initial claim process and damage to rental vehicle) please call (800) 327-0421 or via email at [DRU1@ehi.com](mailto:DRU1@ehi.com). Please include rental agreement information.
8. If you require follow up with our Risk Department regarding liability issues, please call (888) 747-1001 with your claim information.