



If an Enterprise renter is involved in an accident, they should call the police to report the accident, then the branch from which they rented the vehicle or the Roadside Assistance line, 1-800-307-6666 should the branch be closed at the time of the accident. The renter will submit a damage report over the phone or upon return of the vehicle along with any police reports. The rental office will document all damage to the vehicle to include with the report and process it through the loss control department. The report will be reviewed, and a loss control employee will then contact the renter with additional questions or information regarding future proceedings.

If a renter is involved in an accident, it is advised that no statements be made regarding fault.

For National renters, the instructions for reporting accidents or damage to the rental vehicle are included in the rental agreement folder. These instructions are provided to the customer at the rental counter. To report National Car Rental accidents, call Roadside Assistance immediately: PH: 1-800-367-6767. The Accident Report Form should be completed at the scene of the accident in order to capture information on all parties involved in the accident. The renter must provide National Car Rental with every summons, complaint, or paper of any kind pertaining to the accident, including personal insurance information.