

# What to Do If You're In an Accident

NCDOA's Motor Fleet Management has partnered with Holman Automotive Services to offer you emergency assistance if something happens when you are driving a state-owned vehicle. Holman technicians are available 24 hours a day at 1-800-277-8181 to help with accidents, incidents, or breakdowns.

## In Case of an Accident

### 1. Take pictures of the accident scene.

If you are able and it is safe, take pictures of the vehicles in the roadway. Show all vehicles together and then individually. Take pictures showing the damage.

### 2. Get to a safe place.

If you are able and it is safe, move the vehicle out of harm's way. If you cannot move the vehicle, turn on hazard lights to warn other drivers then get to a safe area. Never leave the scene of an accident.

### 3. Call the police.

As soon as you are able, call 911 to notify the police of the incident. Be ready to provide details including location, number of people in the car, any injuries, and your contact information.

### 4. Gather information.

Write down as much information as possible to include in the accident report to Holman.

- Date, time, and exact location of incident
- Year, make, model, license plate #, color of all involved vehicles
- Contact information of all involved parties, witnesses, and responding officers
- Note things such as weather, and traffic conditions.
- Insurance company and policy number from all involved parties.
- What police department was contacted/Incident report number. (Be sure to record the police report number given to you by the authorities.)
- All injuries need to be notated (and reported immediately).

### 5. Report the accident ASAP

Drivers must report the accident to: 1) their supervisor, 2) agency fleet coordinator, 3) Holman and Motor Fleet Management.

**Note:** Do not report the accident to Travelers Insurance (Motor Fleet will do this)

## After an Accident

1. Contact Holman to arrange towing if necessary.
2. If the vehicle is not repairable, MFM will send your agency an email with vehicle replacement instructions.

*Time saving tip: Use the accident form to email the accident report to Holman. Calls to the Holman call center are answered first come first serve so you may have to hold for a representative.*

**All incidents must be reported  
within 24 hours of the event**

### Call Holman Automotive Services.

They are available 24/7 at **1-800-277-8181**. If asked, the North Carolina Holman client number is "5 E H 0" (five, E, H, zero).

**OR**

### Email the accident report to Holman.

Use the Accident Exchange Form found <https://ncadmin.nc.gov/accidentform>. On the email, be sure to copy [MFM.accidents@doa.nc.gov](mailto:MFM.accidents@doa.nc.gov)