



Accident Reporting

The safety and well-being of all of our travelers is of utmost importance to National and Enterprise. While accidents are never anticipated, we are prepared to assist you in the event of such an occurrence.

In the event of an accident:

1. Call the police.
2. Accidents involving a vehicle must be immediately reported to the office where vehicle was rented. If the office is closed, call Roadside Assistance.
3. If you are unable to contact the renting office at the time of the incident, then report it within 24 hours after the accident (or next business day.)
4. The renting branch will obtain the required information from you and complete the Accident Report.
5. If possible, document the accident site with photographs.
6. Renter must immediately deliver to the office where vehicle was rented every process, pleading or paper relating to any claims, suits and proceedings arising from such accident.
7. The renter should capture information on all parties involved in the accident and provide this information to the rental location and/or Roadside Assistance.
8. Renter shall provide personal insurance information if requested.
9. In the event of a claim, suit, or legal proceeding, renter and driver shall cooperate fully with the renting branch.
10. The traveler must return the vehicle to the rental office as soon as possible.
11. If the vehicle is not drivable (or was towed), the tow company information should be provided to the rental location or Emergency Road Service.
12. The rental office will document all damage to the vehicle and process an incident report to the Damage Recovery Unit (DRU). DRU is responsible for the handling of the claim through to resolution. DRU will pursue all avenues available for collections depending on the unique circumstances surrounding the account and the loss.

Claims are written and the appropriate parties are contacted within 48 hours of return with minimal exceptions. The branch location makes every effort to make contact as soon as possible when damage is discovered. In the vast majority of situations claims are documented when the vehicle is returned, while the renter is present at the location.

We hope you never have an accident. But if you do have one while renting a National or Enterprise vehicle, we are here to help and support you with the reporting process.

National 24-Hour Roadside Assistance

1.800.367.6767

Enterprise 24-Hour Roadside Assistance

1.800.307.6666