



Accident Management

Making accidents easier to handle

Companies hand over the keys to millions of employees every day. Those keys start the engine, but also ignite the responsibility for safe driving. At Element Fleet Management, we know driver safety is your ultimate priority, but we also know accidents happen. Element's Accident Management program assists your drivers with all accident-related needs such as comprehensive accident data capture, vehicle tow service, rental assistance and repair management.

Our team closely manages the repair process working to reduce costs and vehicle downtime. We negotiate on your behalf throughout the claim process and pursue maximum recovery of your costs. We provide real time claim information for expedited repair decisions, and utilize automated communications with drivers and shops to eliminate time lags in the repair process.

Your fleet receives comprehensive care when you combine our Accident Management program with our Safety program - we identify risky drivers, provide targeted safety training and manage the accidents that do occur.



For more information,
contact your Element
account manager or visit
elementfleet.com

Services that help with every step of the accident process

OMNICHANNEL COMMUNICATIONS

Automation of traditionally manual communication points to speed repair process

- Text communication with drivers for estimate and repair appointments
- Automated email communication with shops for estimate and repair assignments
- Integration with repair estimating software for estimate submissions, repair approvals, and repair status tracking

DRIVER ASSISTANCE

24/7 assistance with claims and inquiries

- T24/7 driver support for towing, rental, glass and repair assistance
- Experienced, multi-lingual professionals provide fast, reliable service when your drivers need it the most
- Executed First Notice of Loss (FNOL) for data reporting, liability notification and subrogation

ACCIDENT EVALUATION AND AUTHORIZATION

Expert evaluation on vehicle repairs

- ASE certified and I-CAR trained certified accident adjusters review, negotiate and make recommendations on repairs
- For certain repairs, drivers simply take a photo of the vehicle, submit to Element, and an estimate is determined without visiting a repair shop

REPAIR MANAGEMENT

Manage repairs from start to finish

- Coordinate receipt of documentation and photos
- Convenient shop assignment
- Follow up on critical repair cycle events to minimize vehicle downtime
- Manage rental process including rental extensions and billing
- Authorize and pay claims

ROBUST REPAIR NETWORK

Manage supplier relationships to ensure the highest level of service

- More than 4,000 convenient network repair providers in the US and Canada (including heavy truck, EV certified and aluminum certified shops)
- All network suppliers are monitored to meet Element's supplier diversity, compliance and performance levels
- Negotiated repair rates save you money

SUBROGATION/COLLECTIONS

Full assessment of subrogation recovery potential

- Pursue maximum recovery according to state and provincial laws
- Pursue 100% of claims with subrogation potential, without a floor for claim amount for liability percentage
- Start subrogation process prior to repair completion to speed process for clients
- Provide claim coordination with liability carriers and third-party administrators
- Manage the arbitration process with Arbitration Forums, and client consultation on recovery options including litigation as needed

WEB ACCESS

All accident and risk details via Xcelerate, our client web portal

- FNOL, images and claim notes available 24/7
- Data is updated in real time
- Ad-hoc standard reports
- Personalized reports with filter options and quick queries to view what's most important to you

INTEGRATION WITH SAFETY (OPTIONAL)

Accident data integration for comprehensive risk assessments

- Accident details are integrated into DriverCare for risk assessment
- Automated events specific online remedial training
- Stakeholder communication and awareness