

Vehicle Damage Photo Instructions

Thank you for your help in moving your claim forward more quickly! Please see the four steps below that will walk you through the photos needed for us to review the damages to your vehicle and handle your claim.

Please make sure the photos taken are clear and in focus.

Contact your claims representative with any questions.

Step 1

Photograph the Vehicle Identification Number (VIN)

The VIN detail tells your claims representative all the details about your vehicle so they can better understand and discuss the damage.



Note that for the best photo, the VIN can be found in the door jamb of the driver's side of your vehicle. Open the door, and look near the spot where the door latches.

Step 2

Photo of the Odometer Showing Mileage

A clear and in-focus photo of the odometer is needed to help support the claim and loss timeline.



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Step 3

Four Corner Photos

Photos of the four corners of your vehicle will provide a good reference of the location of the damages for your claims representative and allow them to see the overall vehicle. Please try to capture the same angles as the sample illustrations below.



Front Passenger Side Corner



Front Driver Side Corner



Rear Driver Side Corner



Rear Passenger Side Corner

Step 4

Photos of the Damaged Area

In addition to the four corner photos, your claims representative will need close-up photos of the damaged areas to allow them to better see the type and extent of the damage. Please make sure to stand back just far enough to give a point of reference for where the damage is located on the vehicle.



Step 5

Email the Photos

Please upload the photos with your online claim submission at MyGreatAmerican.gaig.com. If your claim was submitted without photos, please email them to your claims adjuster and include the claim number in the subject line.

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