



GSA Fleet Vehicle Accidents Procedures under COVID-19

Updated on April 3, 2020

After a vehicle collision, where neither party is injured, social distancing behaviors should be preserved. To adhere to the CDC's recommendation of maintaining at least six feet apart from each other, GSA Fleet developed a modified process of exchanging information after a vehicle accident.

- Do not physically exchange any insurance cards, driver's license details, or any other document.
- Exchange insurance and license information electronically (either by taking photos or downloading and emailing).
- As an alternative, share any needed insurance and license information verbally with each person by writing down the information.
- Document any names (to include witnesses), addresses/emails, vehicle information (makes, models, years), VIN, and license plate numbers.
- Take photos (if possible) of the involved vehicles to assess any damage and of the surrounding area to document the scene.
- File a police report. Even if the police are called after the collision, they may not respond. You can still file a report after the event. Contact the local police department for their current procedures to do so.

*NOTE: If you have the **GSAFleet2Go** app on your smartphone - you can capture all of the information noted above seamlessly and automatically report it to the AMC with the touch of a button. More information on GSAFleet2Go can be found in the [User Guide](#).*

For any collision that involves injuries, the first step is to render assistance and call 911 if anyone requires medical attention.

In the event your vehicle is non-operational and must be towed, do not ride with the tow truck operator, if at all possible, as the distance in the cab of the tow truck between the operator and you will likely be less than six feet. Instead, consider having someone from your agency transport you or using a taxi or ride-hailing company – again, adhering to social distancing recommendations as much as possible.

After the event is over, whether or not the GSA Fleet vehicle is drivable or non-drivable, please contact the Accident Management Center (AMC) at 866-400-0411, option 2, where a specialist will advise you of the process to have your case handled and your vehicle repaired.