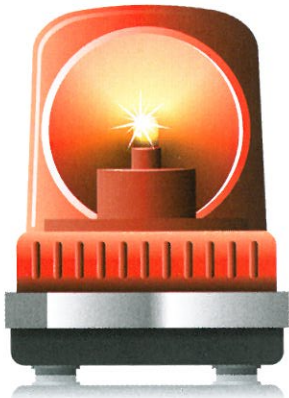


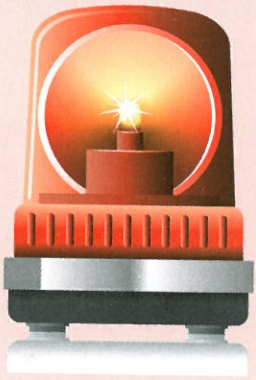
# VEHICLE ACCIDENT REPORTING KIT



CLAIMS SERVICES DEPARTMENT



## WHAT TO SAY WHEN AN ACCIDENT OCCURS



**DO  
NOT  
SAY**

*"It's my fault."*

*"I am sorry."*

*(Unfortunately, people will interpret either of the above statements as an admission of guilt.)*

*"The City/County will take care of this."*

**OKAY  
TO SAY**



*"Are you alright?"*

*"I regret this occurred."*

*"I will report this to my supervisor and our insurance representative."*

*"May I obtain some information from you to assist their investigation?"*