



What to do in case of a car accident

Call 1-800-588-7400 as soon as you can for assistance — we'll help you sort things out.

Try to keep calm and protect your family members, passengers and your property.

Do not admit any responsibility at the accident scene or blame anyone else.

Don't leave the scene of an accident.

Always notify and cooperate with law enforcement.

Record the details of the accident in your Accident Fact Kit (see other side).

Report all losses to Encompass® TimeSaver Claim Service® immediately.

Seek information from police regarding injured parties, names, addresses, dates of birth, gender and extent of injuries.

Claim service 24/7/365

What information you should record.

When you're in an accident, it's important to record information about other drivers, vehicles and witnesses.

Go to the Customer Care Center on encompassinsurance.com to download an Accident Fact Kit to keep in your car. Or use the listing below as a guide.

For other vehicles:

- Owner name and address
- Make, model, year
- License plate or tag number and state
- Damage to other vehicle(s)

Other drivers, passengers and pedestrians:

- Names
- Addresses
- Telephone numbers
- Birth date and gender
- Driver's license numbers and state
- Insurance company name and policy number

Remember to call 1-800-588-7400 as soon as you can for assistance.



Help with your home.

Whether it's a baseball through the window or more severe damage, Encompass® TimeSaver Claim Service® is here for you.

Emergency water relief

If your home sustains water damage as a result of a covered loss, Encompass can promptly arrange for emergency relief services.¹

Emergency claim service

Get help with the claim process and assistance with emergency services such as:

- Window and door board-up
- Covering of damaged roofs
- Additional living expenses¹

TEAR HERE AND KEEP IN YOUR CAR

¹Please note that coverage for services is subject to policy provisions and is subject to policy limits.

Help with your car.

You're never alone when you're out on the road with Encompass TimeSaver Claim Service.

Get help with your immediate needs — like having your car towed, arranging for a rental car or finding a referral to a reliable body shop.²

Roadside assistance

Encompass TimeSaver Claim Service representatives will rush help to you¹ if you need assistance for:

- Breakdowns
- Flat tires
- Dead batteries
- Running out of gas
- Locking yourself out of your car
- Towing

Encompass will tow your car to the nearest qualified facility, or to the facility you choose (up to the limits of your policy). You just need to authorize the work to get started.

If you don't have Towing and Labor Coverage, an Encompass representative can still send help. You'll just need to arrange for payment of the services.

Roadside services at your fingertips.

We're making it even easier for you to get help when you need it with the Encompass Roadside App — available on the App Store and Google Play by searching Encompass Roadside Assistance. The app also provides you with a convenient way to pay your bill.

Auto glass repair

Need to fix your windshield or other broken glass? With one phone call, you can report your glass claim and arrange your repair appointment.

Quality service

Encompass maintains a nationwide database of repair service companies that must continue to meet our high standards for service and quality. If you use any of our recommended body shops, your repair will be guaranteed in writing for as long as you own your car.

Steps to reporting a claim.

1. Call Encompass TimeSaver Claim Service at 1-800-588-7400
2. Have your policy number handy. You can find it on your Encompass TimeSaver Claim Service card
3. Give the representative your name, address, telephone number and explain your situation
4. Be prepared to answer questions about what happened
5. Have a pen and paper handy — you will be asked to write down your claim number and other information

Your agent will be notified and your claim will be forwarded to an Encompass claims specialist. He or she will call to follow up no later than the next business day.

Need help? Call us at 1-800-588-7400 24/7/365.

When you have an emergency, calling your insurance company isn't usually your first thought. But taking action quickly can help speed up the recovery process.

Encompass TimeSaver Claim Service can help make it easier for you to:

- File a claim
- Get assistance
- Have us notify your agent



Make Encompass your insurance company.

Encompass is sold by independent agents who have the freedom to recommend a variety of insurance products and companies. We strive to provide more reasons to choose Encompass, including:

- Simpler insurance experience
- Innovative coverage options
- Responsive, hassle-free claim service

To find out more, contact your independent insurance agent or visit encompassinsurance.com.

Call 1-800-588-7400 to report a claim or get emergency help.



The information contained in this brochure is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the services and coverage provided. Please remember that only your insurance policy can give actual terms, coverage, amounts, conditions and exclusions.

Encompass Insurance Company of America, Encompass Property and Casualty Company, Encompass Independent Insurance Company, Encompass Home and Auto Insurance Company, Encompass Insurance Company of Massachusetts, Encompass Indemnity Company, Encompass Insurance Company, Northbrook, IL. Availability from a particular company varies by state.

²Encompass will help arrange for assistance and pay up to your policy limits.

CALL 1-800-588-7400 TO REPORT A CLAIM OR GET EMERGENCY HELP.