



I have an auto claim. What happens now?



Tell us about your service experience

Your experience is important to us. In most cases we'll call you while your claim is still in progress to ask if you have any questions or concerns.* We may also send you an email survey at the conclusion of your claim.

Report your claim

Your first step in the process is to report your claim to our Customer Care Team at 1-800-243-5860. A representative will explain the claims process and answer your questions.

Here's what we'll ask you:

- Describe the accident.
- Provide information about injuries.
- Name any witnesses.
- Explain damage to the vehicle and other property.

We'll also confirm the phone number where we can reach you throughout the claim. If you report your claim online, we'll call you within one business day to gather this information.

Partner with a claims professional

The Hartford will work with you to resolve your claim as quickly as possible and help you get your car back on the road. Within one business day of reporting your loss, a Hartford Claims professional will contact you to begin the investigation, answer any additional questions and offer key service options.

- We can help you obtain an estimate of your vehicle's damages.
- If you choose to take advantage of our auto repair shop network, we can immediately schedule an appointment to have your vehicle repaired.
- We can even help arrange for a rental vehicle, if necessary.

Contact your Hartford Claims professional any time during the claims process if you have questions or are unsure of what to do next.



Services You Might Need

Resolve your claim and get back to normal

- Report your loss by phone at **1-800-243-5860** or online at **www.hartfordauto.com**. The Hartford's Customer Care Team is available 24 hours a day, 7 days a week.
- Our auto repair shop network provides access to more than 2,000 approved shops. The Hartford guarantees the workmanship on covered repairs nationwide for as long as you own or lease the vehicle. Visit **www.thehartford.com/autorepairshops** to find local repair shops in our network.
- Use our online tools to get replacement vehicle prices and Guaranteed Savings** before you even talk to a dealer. Search a vast inventory of new and used vehicles at **www.thehartford.com/replacecar**.
- Auto glass repair is easy with access to more than 12,000 repair shops. Mobile service is available in many areas.
- Count on Rescue-1-800® for emergency roadside assistance services. If you have towing and labor coverage, there's no charge within limits.
- Download our smartphone app to painlessly report a claim, with accident photos and details. Access our auto repair and replacement tools, checklists and other useful services.

*Selected claims are excluded from this service, included very short claims and claims involving serious injuries.

**Actual price set by dealer and prices vary by area. Guaranteed Savings not available in all states. See website for more details on customer savings.

The Hartford does not directly offer or provide repair services. All participants in the Auto Repair Shop Network are independently owned and operated. The Hartford's auto insurance claims services program features are not an insurance product, a contractual right nor a guaranty that can be found within the express terms of an insurance policy offered by The Hartford. The program features have no pecuniary value. All information and representations herein are as of October 2013.

EASY AUTO REPAIRS – GUARANTEED!



The Hartford's Auto Repair Network

Even small auto accidents can gridlock your life. How do you pick up the kids, shop for groceries, or get to work without your car? And how do you find time to get it repaired? If you have a Hartford auto policy, one convenient option is our auto repair network. The Hartford contracts with select auto repair shops that can provide an estimate and complete the repair - which makes an easier experience for you.

Here are some benefits of using a Hartford-approved repair shop:

- The Hartford provides access to a network of more than 2,000 approved repair shops nationwide.
- You can get a \$100 collision deductible discount in many states.

- No need for multiple estimates when using a network repair shop.
- All shops must pass an extensive quality review of customer service facilities, repair equipment, training practices and workmanship.
- The Hartford pays network shops directly, so you have no out-of-pocket expenses except your deductible.
- The Hartford guarantees the workmanship on covered repairs nationwide and for as long as you own or lease the vehicle.
- Visit www.thehartford.com/autorepairshops to find local repair shops in the network.

The Hartford's auto repair network program features are neither an insurance product nor a contractual right nor a guaranty that can be found within the express terms of an insurance policy offered by The Hartford. The program features have no pecuniary value. Availability of the program features is subject to the conditions stated above, other Hartford operating policies and procedures, and applicable law.



8 TIPS TO CONSIDER IF YOU HAVE A CAR ACCIDENT

**TO REPORT
AN AUTO
CLAIM, CALL
THE HARTFORD
CUSTOMER
CARE TEAM AT
1-800-243-5860**

Do you know what to do after a car accident? Consider the 8 tips below to help you manage the situation. And keep this tip sheet in your glove box so you always have The Hartford's claim reporting number close at hand.

1. If someone is injured, call 911 immediately. Otherwise, call the police or fire department to report your accident.
2. Take steps to prevent further accidents and injuries. If permissible, and the police or fire department suggest so, move your vehicle to the side of the road or other safe place.
3. Do not leave the scene of the accident until it is appropriate to do so.
4. At the accident scene, limit your discussions of specifics of the accident to those who have a "need to know," such as the police, fire or other emergency personnel.
5. Exchange your name, insurance company, policy number and vehicle's license plate number with the other driver(s).
6. If safe to do so, consider taking photos of the accident scene and vehicles.
7. As soon as possible, call The Hartford's 24-hour toll-free hot line at 1-800-243-5860 to report your claim. Or, report your claim online at <http://www.hartfordauto.com>.
8. Consider using our Auto Repair Shop Network with a lifetime workmanship guarantee. Ask your Customer Care Representative or visit www.thehartford.com/autorepairshops to find a local network repair shop. As always, you may select the shop of your choice.