You had an accident. Now what?

If you are driving a state vehicle, rental, or your own vehicle on official State business, follow these instructions if an auto accident occurs:

1. Don’t leave the scene. Be prepared to communicate ALL details of the incident to the State’s adjuster.

2. Call emergency services (911 or police non-emergency number) as needed.

3. Take at least 4 photos of both vehicles, license plates, parking situation, insurance card for other party, and any notable unrelated damages. Include photo of the other party if applicable.

4. Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 to report the incident, then call your supervisor and follow your department’s applicable procedures.

5. Do not admit fault in the accident or promise coverage or reimbursement to anyone.

Provide to the Call Center:

- Incident date, time, and location
- State driver’s name, phone number, and email
- Any other driver’s name, phone number, and email
- Vehicle info. for all vehicles, including license plate # and/or VIN
- Supervisor’s name and contact information
- Confirm if any injuries/fatalities occurred

If you hit an unoccupied vehicle:

1. Fill out a Damage Notification Card and leave it on the unoccupied vehicle.

2. Call the State of TN Auto Accident Call Center immediately at (855) 253-0629 with date, time, and location of the incident, as well as any additional information you may have.

3. Take photos of both vehicles, as well as the license plate and VIN tag of the other vehicle (on the driver-side dash, near the windshield).

State of TN Auto Accident Call Center: (855) 253-0629