

Accident in an Enterprise Rental Car Procedure

1. Do not admit to anything.
2. Do not move the vehicles (before pictures are taken).
3. Call the police.
4. Exchange information.
5. Take pictures.
6. Notify Enterprise Rental location manager (they should handle the rest.)

FAQ Notes:

- Yes, the optional insurance should be declined when renting a car.
- The State of IN is self-insured. Anything that Enterprise does not cover, the SOI does.
- All state rental cars have insurance policies built into the Enterprise contract.
- If the officer on the scene is asking for proof of insurance, provide your badge and tell the officer that you are a state employee and that all state rentals have limited liability & damage insurance built into our contracts with Enterprise.
- If the officer will not allow you to leave the scene without producing insurance info, just provide your personal car insurance information and once the BMV asks for confirmation at a later date, IDOA Travel will provide their info to the BMV for confirmation instead. (Contact IDOATravel@idoa.IN.gov)
- When staff are injured while renting an Enterprise Rental car, it is addressed via a TORT claim.