

## Guidelines for “Good Faith Vigorous Efforts” for 107.18

1. Photos of damages and pink crash tag (if available)
  - 1a. Photos of Repair when completed
2. Copy Police report (reports are not IMMEDIATELY available, could take 10 business days minimum to appear)
  - 2a. *If it appears to be a hit and run after **2 weeks minimum** of the report not appearing proceed with change order for approval.*
3. Send letter to Driver and Registered owner (if available) notifying of damage total.
4. Contact insurance company obtain adjuster name and phone number, fax number, email, Claim number.
  - 4a. Provide documentation to Insurance of damage/repair Insurance generally requires Photos, invoice, breakdown of invoice
5. Follow up with insurance after 20 days, 45 days, and 60 days.
6. If insurance fails to keep communication lines open regarding status of payment send second demand notification to the Driver/Owner at 60 days notifying them the claim will be turned over to the state for collection in 30 days.
7. If insurance denies claim send second demand notification to the Driver/Owner immediately notifying them the claim will be turned over to the state for collection if not paid within 30 days.
  - 7a. If Driver/Owner provides new insurance information provide information to INDOT.
8. If state takes over collection contractor must supply all emails and documentation listed above including photos of damage and repair, police report and pink tag, all letters sent to driver/owner, all documents sent to insurance, all denial information.
9. If settlement is offered less than full restitution, be aware INDOT **WILL NOT** reimburse the difference. **ANY SETTLEMENT ACCEPTED IS ALL YOU CAN RECEIVE.**

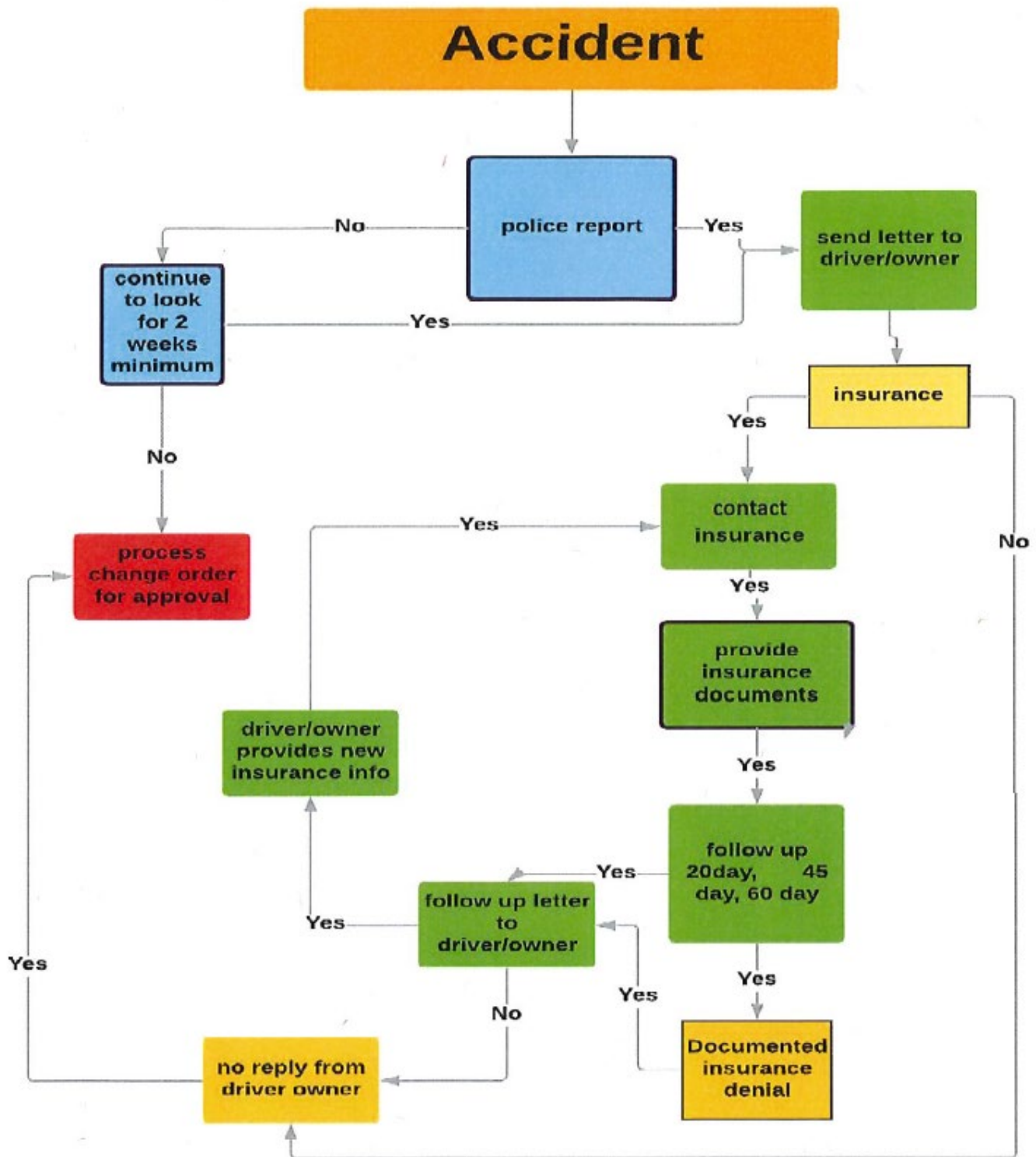
### Scenarios

- Damage with police report start at #1 in hand
- Damage without police report start at #2
- Damage, driver unknown start at #2
- Damage, driver known insurance unknown start at #3
- Damage no information available after 2 weeks minimum start at 8 provide proof of effort to obtain information, contact days, times, names of individuals contacted.

Questions? Contact [DSP@INDOT.IN.GOV](mailto:DSP@INDOT.IN.GOV)

As of 10-10-2018

Prepared by: Michelle Bowling



Only if timeframe allows follow up with second insurance,  
Otherwise provide any and all information regarding new insurance to INDOT.

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