



Risk Management Frequently Asked Questions

General:

1. Where do I find the link to fill out an Automobile Loss Report?
 - a. The link can be found on the ADOT Equipment Services webpage link [Automobile Loss Report](#). Please do not add attachments, to include pictures, we will contact you directly for them.
2. I have been involved in an accident with a privately owned vehicle while driving a state vehicle, do I need to notify the police?
 - a. Yes, always notify law enforcement and explain you are a state employee in a state vehicle and need documentation and a report number. Do not comment on who was at fault; argue with other drivers or the police; or discuss the accident with anyone (only talk with law enforcement authorities, The Risk Management Department and your supervisor).
3. What happens after I submit the Auto Loss Report and it is received by EQS Risk Management?
 - a. EQS Risk Management will email you directly requesting more information, attachments and instructions.
4. I have filled out the Automobile Loss Report and Docusign will not allow me to fill out the Supervisor's Incident Report (SIR). What should I do?
 - a. The Automobile Loss Report and the (SIR) are not completed simultaneously. The Automobile Loss Report is completed by the driver, once that is completed the SIR will be sent to the Supervisor listed in the signature routing to complete.
5. The Automobile Loss Report is asking for information I do not have or know. What should I do?
 - a. Please complete all fields to the best of your ability, N/A, Unknown or None are not acceptable. ADOA may deny the claim, a denial will result in a direct bill for the repairs to your agency. Please work with your agency Fleet Department to determine if the damage was previously reported or if they are aware of how the damage occurred.
6. I have been involved in an accident or an incident and the damage is only cosmetic, do I have to report it?
 - a. Yes, all damage to a state vehicle must be reported.
7. The damage isn't that bad, do we have the option to deny repairs?
 - a. No, your Unit or Agency do not have the option to deny repairs. ADOT Equipment Services manages the state fleet and all determinations are made by the ADOT EQS Risk Management and Fleet Management.
8. My car is not driveable. Do I call a tow company?

- a. No, please call ADOT Emergency Equipment Services 24-Hour Roadside Assistance Hotline at 1-877-800-8520.
9. My vehicle does not have the Insurance Document/Motor Vehicle Accident Information packet in the glove Box. Who do I contact?
 - a. You can contact EQS Risk Management at 602-712-7044 Option#4 or Get Ready at 602-712-6648.
10. My windshield or other vehicle glass needs replacing. Do I need to fill out an Automobile Loss Report?
 - a. An Automobile Loss Report is only needed if there is also body damage associated with the glass repair need. For glass only, please contact your nearest EQS Shop for repair/replacement.
11. I have discovered damage on my state vehicle that I did not do, or you are notified by EQS Risk Management that there is discovered damage, what should I do?
 - a. Notify your supervisor and fill out an Automobile Loss Report within ten days or 24 hours if a privately owned vehicle was involved. Please complete all fields to the best of your ability, N/A, Unknown or None are not acceptable. If you are unable to answer how the damage occurred, please work with your agency Fleet Department to help determine how it occurred and/or if it had been previously reported. If this information is not provided, ADOA may deny the claim, a denial will result in a direct bill for the repairs to your agency.
12. I had a tire blowout, should I fill out an Automobile Loss Report?
 - a. An Automobile Loss Report is only required if there is body damage associated with the blowout. A blown tire alone does not require an Automobile Loss report.
13. I was just contacted by EQS Risk Management and asked to submit an Automobile Loss Report, and I already have, what should I do?
 - a. Please check with your supervisor to ensure they have received and signed the SIR. Once all parties have signed you will receive the completed packet to include the Automobile Loss Report, SIR and a summary of the documentation certifying all signatures. If this is not received, the supervisor has likely not signed.
14. I have completed the Automobile Loss Report and have turned in my vehicle. How long does the repair process take?
 - a. The process varies depending on severity of damage. Please call the EQS shop that the vehicle was dropped off at for updates. In Phoenix call 602-712-7044 Option #4 or email EQRISK@AZDOT.GOV
15. Why was my agency direct billed for risk repairs?
 - a. If a loss report is not received within 90 days from the date of incident, if ADOA Risk Management denies the claim or if ADOT Equipment Services deems the damage egregious or operator error, Equipment Services reserves the right to direct bill your agency or unit for the repairs.