

Customer Services

Providing high quality trucking-specific claim and loss control services to our customers is a key mission of our Transportation Group.



Claims Services

Our dedicated transportation claims unit recognizes the unique needs the trucking industry has for knowledgeable and timely claim handling. Our liability, heavy equipment, and cargo specialists work with customers to get them back on the road as soon as possible.

Claims can be reported 24/7 by:

- Calling 800-423-7675
- Emailing us at SICReportaLoss@nationwide.com
- Reporting the claim online at nationwideexcessandsurplus.com

Photo Tips

Photograph the following if it is safe to do so:

- The entire scene and surrounding area
 - From 100' away, 50' away and close-up
- Take photos from all directions

Vehicles

- All sides
- Damaged areas
- License plates
- Company name, DOT#
- Skid marks, traffic control devices and signs, etc.



This on-scene accident photo helped substantiate the truck driver's claim that the car cut in front of him. Use your cell phone camera if a regular camera is not available.

Accident Tips

- Stop, turn off your engine, and turn on your emergency flashers.
- If the accident is minor and there are no serious injuries, move your vehicle to a safe place off the roadway.
- Call 911 to alert police and other emergency personnel.
- Set out your reflective triangles or flares.
- Protect your cargo. If hazardous materials are involved, refer to the guidelines in your Emergency Response Guidebook.
- Give the police complete and accurate information; do not guess. Do not discuss the specifics of the accident with other drivers or anyone else without your company's approval.
- Do not admit fault or accept offers to settle.
- Do not sign anything without your company's approval.
- Take accident scene photos.
- Notify your employer.
- Complete the information requested on the back of this form and submit to your employer.
- Stay at the scene until police release you.

The information used to create this brochure was obtained from sources believed to be reliable to help users address their own risk management and insurance needs. It does not and is not intended to provide legal advice. Nationwide, its affiliates and employees do not guarantee improved results based upon the information contained herein and assume no liability in connection with the information or the provided suggestions. The recommendations provided are general in nature; unique circumstances may not warrant or require implementation of some or all of the suggestions.

Truck Accident Report

Report all accidents immediately

Call: 800-423-7675
Email: sicreportaloss@nationwide.com
Fax: 480-483-6752

Products underwritten by National Casualty Company, Scottsdale Indemnity Company, or Scottsdale Insurance Company.



To order accident report tri-folds for each of your trucks, email us at LCHelp@nationwide.com. Provide your policy number, your name and mailing address, and the desired quantity.

The form includes sections for:

- Driver Information:** Name, Cell, HW, Driver License #, Vehicle License #, State, DOT#.
- Other Driver (3)/Witness:** Name, Cell, HW, Driver License #, Vehicle License #, State.
- Accident Details:** Date, Time (AM/PM circled), Location (street, intersection, mile marker, etc.), Road Conditions (Dry, Wet, Snow, Ice).
- Diagram:** A diagram with arrows to indicate the direction of travel for each vehicle.

Products underwritten by National Casualty Company, Scottsdale Indemnity Company or Scottsdale Insurance Company



Loss Control Services

Customer Consulting

Our loss control staff and fleet consultants are available to assist customers with their loss control needs. Consultants are truck fleet specialists who understand the industry and current issues such as:

- Compliance, Safety, and Accountability (CSA)
- Driver shortage
- Changing Federal Motor Carrier Safety Regulations (FMCSR)

Larger customers are visited at least annually. Phone consulting is available to all customers by calling our toll-free Loss Control number: 855-255-3790.

Customer Tools

Customers can obtain trucking-specific loss control tools by visiting our Loss Control Web page:

scottsdaleins.com/web/public/loss_control/truck/

Tools available include:

- Accident reports and guidelines
- CSA support materials
- Driver safety bulletins
- Posters
- Safety management guides
- Driver training DVD—Truck Safety 1

Loss Control



Safety Materials for Trucking Companies

The materials below are available to Nationwide, National Casualty Company, and Scottsdale Indemnity Company customers only to assist with fleet safety management and driver training. Items with an asterisk (*) can be ordered by e-mailing LCHELP@nationwide.com. Include the form number, quantity desired, your name and mailing address, and policy number.

| eNewsletter | Accident Materials | Driver Safety Bulletins | To contact the Loss Control Department |
|---------------|--|--|--|
| July 2015 | Form # Title | Form # Title | Toll Free: 855-255-3790 |
| December 2015 | LC-1BW (10-11) Accident Report, Trifield (Black & White) | LC-108 (10-11) Backing Safety | E-mail: LCHELP@nationwide.com |
| | LC-1 (10-11) Accident Report, Trifield (Color)* Order Printed Copies | LC-126 (4-13) Cargo Spoilage | |
| | LC-105 (10-11) Accident Register | LC-119 (3-13) Cargo Theft Prevention | To report a claim |
| | LC-133 (5-15) Accident Procedures for Office Staff | LC-110 (7-12) Construction Zones | Phone: 800-423-7875 |
| | | LC-107 (10-11) CSA & PSP | Fax: 480-443-9752 |
| | | LC-111 (7-12) Deer Hits | E-mail: accrpt@nationwide.com |
| | | LC-113 (7-12) Distractions and Inattention | |
| | Compliance Safety Accountability (CSA) | LC-122 (3-13) Hitting Bridges and Overpasses | |
| | Form # Title | LC-123 (3-13) Intersections and Right-of-Way | |
| | LC-118 (7-12) FMCSA Portal | LC-124 (3-13) Lane Change Accidents | |
| | LC-101 (10-11) Safety Measurement System - Fatigue Driving BASIC | LC-132 (5-15) Motorcycle—Sharing the Road | |
| | | LC-114 (7-12) Rear End Collisions | |

E&S/Specialty | FLEET SAFETY

GOAL

When backing get out and look





When backing:

- Turn off your radio and open your window
- Stop all distracting activities
- Position the truck to back straight if possible
- Back from the driver's side for best visibility if angling
- Get out and look (GOAL) to ensure your path is clear
- Sound your horn and use your hazard flashers
- Use both mirrors
- If conditions change while backing, GOAL



Driver Training DVD—Truck Safety 1

This six-topic training DVD for professional truck drivers is an excellent tool for new hire orientation, driver meetings, and post-accident training. Topics include:

1. Aggressive driving
2. Backing safely
3. CSA & PSP
4. Distracted driving
5. Rail safety
6. Cargo tank rollover prevention

e-Newsletter

Larger customers receive a periodic Loss Control e-Newsletter which highlights current fleet safety issues and new customer tools available from E&S/Specialty and Nationwide.

Contact Loss Control

- Toll Free: 855-255-3790
- Email: LCHELP@nationwide.com
- Website: scottsdaleins.com/web/public/loss_control/truck/