



Bump In The Road?

We Got You.

Alright, something's happened...

Don't worry, we're here to help.



First thing's first:

- Immediately report to the proper authorities
- Request medical attention if needed
- Cooperate with police, but don't discuss the accident with anyone else
- Exchange contact info with everyone, including witnesses
- Keep a copy of the police report

When exchanging info, it can be helpful to...

Snap a pic of:

- Drivers licenses
- Insurance cards
- License plates
- Damage to vehicles

Confirm that you have accurate:

- Phone Numbers
- Addresses



Please Note:
In some areas police may restrict contact between parties.

2 Next, loop us in!

This means filing a claim.

Regardless of what's happened, there are three fast and easy ways to do this. Once your claim is filed, it's always a good idea to notify your agent.

- File your claim online →
- Call our claims line: 1-800-477-1660
- File through your agent

3 We'll call you back shortly

A Claims Representative will give you a call the next business day. Your Representative is your guide throughout this. They'll be your primary point of contact throughout the process and will...



Your tasks:

- Ask for more details of the accident
- Explain your coverage and deductible
- Let you know what you can do to keep the process moving
- Help you coordinate with any repair shop you choose
- Leave you with their contact information, so you can call, text or email them for information and answers

- 1 Choose a repair shop
- 2 Give them your Representative's email address and phone number
- 3 Have the shop send an estimate and photos to your Representative

4 Get confirmation

Shortly after receiving an estimate and photos from your shop, your Representative will call to explain what's been approved and what happens next.



If you have a loan on your car, we are required to include either the bank or the body shop on the check.

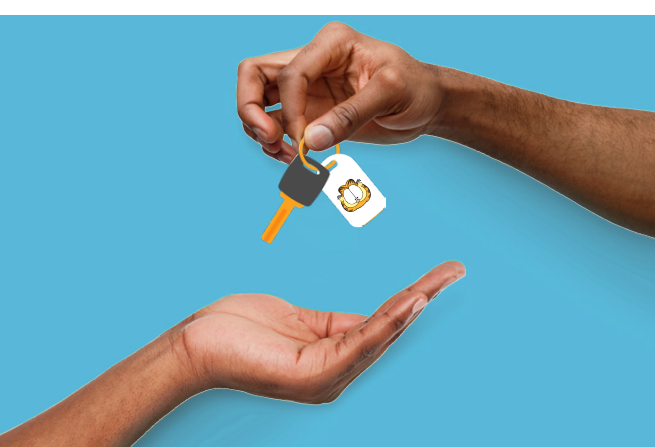
5 Schedule repairs when it's convenient

Supply chain issues may cause some disruption for the auto repair industry. Unfortunately, this may cause some delays in the repair process, but we'll help you make the most of it.

- We will talk you through how to make the best use of your rental car
- Go ahead and schedule your repairs so you can get on the shop's calendar, but hold off on starting the repairs until the estimate is prepared and approved



Shops often find hidden damage after they start repairs. We'll work with them to handle issues without slowing down the claim process.



6 Need a rental?

A week or so before your scheduled repair, check in with us and we'll set it up. If there are delays at the shop, we'll help you coordinate your rental car.

Get In Touch



Claims Line 
1-800-477-1660

Online Claims 
indianafarmers.com/claim-center

Glass Claims 
Call Safelite Solutions
directly at 1-877-592-2702