

State of Iowa Vehicle Accident Claim Process

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| <p>Notify within 24 hours: Agency Fleet Contact and DAS Fleet Services, 515-281-8008</p> | <p><u>29C.20</u> claims: Notification MUST be submitted within 24 hours to das.risk@das.iowa.gov <i>This is a loss incurred by fire, storm, theft or unavoidable cause.</i></p> |
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Submit DAS Fleet accident report form and estimate within 72 hours.
Do not attempt to settle your claim or admit fault. Refer any additional party to DAS
Fleet at 515-281-8008.

*Any accident in the State of Iowa that causes death, personal injury or total property damage of \$5,000
or more must be reported on a DOT Accident Report Form (433002) unless the accident is investigated
by a law enforcement agency. Failure to return an accident report form within 72 hours may result in
the suspension of your driving privileges.*



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| DAS Fleet will submit claim to CRS. Estimate will be reviewed if over \$1,500. | |
| <i>Desk review for damages \$1,500-\$3,500</i> | <i>On-site review for damages over \$3,500</i> |



Repair vehicles: DAS will notify the agency that the vendor has approval to begin
repairs. Repairs should be completed within 60 days of approval date.

Totaled vehicles: DAS will notify the agency of salvage value and coordinate the
return of the vehicle.



If the vehicle needs supplemental work, the shop will contact DAS Fleet for approval
before work is begun.

The shop will contact the driver for vehicle pick-up once repairs are complete.



DAS Fleet will handle all billing for risk claims, including tow bills and windshield
replacement/repairs.