

# TRUCK TALK

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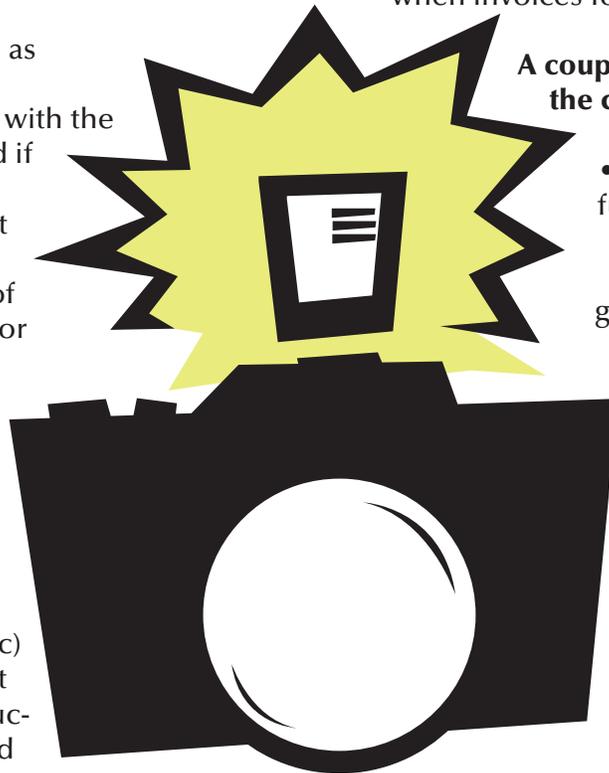
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## Proper Use of A Camera

It has often been said that “one picture is worth a thousand words”. It can also be said that one picture can save thousands of dollars on an accident claim. The following are some suggestions in the proper use of a camera at the scene of an accident:

- Take photographs as soon as possible.
- Photograph all tire marks, with the vehicle in the background if possible
- Take a shot of the claimant vehicle’s license plate
- Photograph all 4 corners of the claimant’s vehicle (prior damage?)
- If it is safe to do so, take a series of photos from varying distances (gives the adjuster a sense of proportion)
- Take shots of any signs or traffic control devices (stop signs, yield signs, etc)
- Photograph anything that might cause a view obstruction (trees, bushes, parked vehicles)
- Photograph any pavement defects (potholes, faded paint)
- If weather is a factor, take a shot of the clouds, rain, ice, snow (gives the adjuster an idea of the accident environment)
- If possible, a shot of any witnesses’ license plate is always helpful (not everyone wants to “get involved”)
- If the other vehicle is another truck, get shots of license plate, door placards, USDOT number, unit number

- If there is a fuel spill involved, try to get a shot of where the leak originates and how much it is leaking (if it is safe to do so!)
- If possible, shots of tow trucks or emergency response vehicles help adjusters tremendously when invoices for services start to arrive



### A couple of helpful hints when using the camera:

- If lighting is low, use the flash function on the camera. Please note that a flash is good for up to around 10 – 12 feet, so get close whenever possible. If in doubt about the level of lighting, always use the flash and the photos will turn out fine.
- DONOT attempt to photograph people who have been severely injured in the accident.
- Call the claims department directly at 800-235-2942 if you need immediate assistance.

**The accident kit should be thoroughly reviewed before placing it in the cab of the truck. Using the accident kit properly will enable the claims department to do the very best job they can to manage the claim to its conclusion. Our claims service begins with your phone call, and having a set of photos to support our position is, as they say, priceless.**

“But, there is no damage. What do I take a picture of?” EXACTLY !!!