



Church Vehicle Accident: What to Do

A church van or vehicle in an accident? Make sure everyone is safe, document the scene and the other driver's information, and call MinistrySure — we report it to your carrier and handle the claim with you.

If a church vehicle is in an accident, make sure everyone is safe and call 911 if anyone is hurt. Then document the scene and call MinistrySure at (770) 716-0180 — we report it to your carrier and handle the claim with you.

What to do right now

- Check on everyone. Get medical help for anyone injured; call 911 if it's serious.
- Don't admit fault. Stick to the facts; don't promise to pay for anything.
- Exchange information with the other driver: name, phone, license plate, and their insurance company.
- Take photos — both vehicles, the damage, the scene, and the road conditions.
- Get the police report number. Call the police to the scene when you can.
- Note any witnesses and their contact information.
- Appoint one point of contact for the claim so your carrier, the repair shop, and the other driver's insurer all run through one person at your church. One voice in, one voice out keeps a claim from getting crossed up.
- Write down everyone you talk to — name, company, role, and date. A vehicle claim passes through your adjuster, a body shop, and sometimes another driver's insurer; a simple log is how you keep it from stalling.
- Call us and report what happened.

What to expect

Your carrier assigns an adjuster to handle the claim. If another driver is involved, the insurance companies coordinate on fault and damages. Repairs and any medical costs are handled according to your coverage. Your account manager stays with you through it and calls the carrier on your behalf if anything stalls.

Your part

Gather the other driver's and insurer's information, the police report number, and photos — and keep any repair or medical records. The more you can hand us up front, the faster the claim moves.

How MinistrySure helps

You call us first. We report the vehicle claim to your carrier, answer coverage questions (who's covered driving the van, hired and non-owned auto), and stay with you until it's resolved.