

TSB Leased Vehicle Accident/Insurance Claim Procedure

1. TSB Vehicle Coordinators will submit a completed Risk Management Accident Report form to the State's Third-Party Insurance Administrator (TPA), Nebraska Risk Management Association (NIRMA), within **two business days** after the date of the accident or incident.

In the event of a serious accident, report the incident immediately to John Christensen, NRMA Claims Administrator, at john@nirma.info or 402-742-9220.

- a. The completed form must include the agency/division number and must be reported online through Risk Management's site: [NIRMA / State of Nebraska Incident Entry Portal](#). Include any photographs pertaining to the incident, if available.
 - b. The Risk Management Accident Report form is available on the TSB and Risk Management websites, or may be obtained by contacting Nadine Ponce, at the TSB Administration Office.
2. TSB Vehicle Coordinators will obtain two estimates for repairs from body shops and email to the **NIRMA-assigned adjuster** within **ten business days** of the date of the accident or within **ten business days** of the date damages to the vehicle are discovered. If the body shops cannot accommodate an estimate within this timeframe, notify the **NIRMA-assigned adjuster** immediately.
 - a. If you do not know of two vendors in your area that would provide estimates for repair costs, contact the TSB Administration Office at 402-471-2897.
 - b. A copy of the DMV [Accident Report](#) and estimates must be sent to Nadine.Ponce@nebraska.gov.
 3. The State's TPA will review the accident report and repair estimates and will email the repair approval with a copy of the approved estimate to the TSB Vehicle Coordinator, copying TSB on the communication, and will initiate the deductible billing.
 - a. Upon receipt of the repair approval notification, the Agency is to schedule the repair work to be performed by the approved repair vendor. Repairs are to be completed within 30 days. If repairs cannot be made within 30 days, contact the **NIRMA-assigned adjuster** immediately. **Note: If repair work is not completed in a reasonable period, as defined by the State's TPA, the agency may assume some or all of repair costs in addition to the required deductible.**
 4. When picking up the vehicle, inspect the repairs, obtain the final invoice from the approved repair vendor, and email the invoice immediately to the **NIRMA - assigned adjuster**.
 5. After repairs have been completed and the final invoice has been approved by the State's TPA, the insurance payment will be sent to the approved repair vendor.
 6. **The State's TPA will forward a copy of the final invoice to TSB.**