



Instructions for Reporting General Liability and Automobile Liability Claims

Administration of Auburn University's General Liability and Auto Liability claims is provided by Cannon Cochran Management Services, Inc. (CCMSI).

General Liability claims are those claims arising from Auburn University's liability due to damage or injury (caused by negligence or acts of omission) during performance of University duties or business. **Automobile Liability** claims are those where Auburn University is legally liable for bodily injury or property damage caused by the use of University automobiles.

Any incident, on or off campus, that results in bodily injury to a third party, or damage to their property, and that may potentially be construed as the responsibility of the University should be reported. If you witness an accident, or if someone reports an accident to you, please follow the procedures below.

To report a new General Liability or Auto Liability claim please call:

- **CCMSI 1-866-931-0502**

Existing Claim Inquiry: All inquiries/correspondence, including questions related to existing claims, should be directed to the CCMSI Claim Service Team:

Laura Jackson, Claims Supervisor

Phone: 800-672-1108

Office Fax: 601-899-0160

Email: ljackson@ccmsi.com

Address: P.O. Box 1378, Ridgeland, MS 39158

Wyman Shows, Claims Supervisor

Phone: 800-672-1108

Office Fax: 601-899-0160

Email: wshows@ccmsi.com

Address: P.O. Box 1378, Ridgeland, MS 39158

Procedures After an Accident Occurs

- Your first concern is for the person involved in the accident/incident. Determine immediately if the person was injured as a result of the accident/incident.
- It is highly recommended that local police be notified, especially if someone is injured.
 - If the accident occurred on campus or in the City of Auburn, contact the [City of Auburn Police Department](#) at (334) 501-3100.
 - If the accident occurred in Opelika contact the [City of Opelika Police Department](#) at (334) 705-5200.
 - In all other jurisdictions, please contact the local authorities.
- Gather as much information as possible from the individual involved and any potential witnesses. Information to obtain includes at a minimum: name, address, phone numbers, vehicle information, description of damaged property and insurance information.
- Departmental employees are encouraged to cooperate with CCMSI, as well as AU Risk Management & Insurance, to promptly investigate, settle and mitigate the extent of all claims.
- Please contact [Risk Management & Insurance](#) at (334) 844-4533 if you have any questions.