



Instructions for Reporting General Liability and Automobile Claims

Administration of Auburn University's General Liability and Automobile claims (including auto liability and physical damage) is provided by Cannon Cochran Management Services, Inc. (CCMSI).

- **General Liability** claims arise from the 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 arise from the university's legally liability for bodily injury or property damage caused by the use of university owned or leased automobiles for university business.
- **Automobile Physical Damage** claims arise from a sudden and unexpected event, caused by the use of university owned or leased automobiles for university business, not purposeful, and not due to mechanical failure/breakdown, deterioration, intentional acts, or normal wear and tear. Physical damage claims can result from upset or collision with another vehicle, a person, or an object including the ground or highway. They can also occur from such perils as fire; theft (except by an employee); vandalism; falling or flying objects; malicious mischief; lightning; windstorm; water; flood; earthquake; hail; impact with animals; rising water; or breakage of glass.

Any incident, on or off campus, that results in bodily injury to a third party, or damage to their property or vehicle, and that may potentially be construed as the responsibility of the university should be reported to CCMSI as soon as possible. Any incident, on or off campus, that results in physical damage to a university owned or leased vehicle that has physical damage coverage should be reported to CCMSI as soon as possible. If you are involved in an accident, witness an accident, or if someone reports an accident to you, please follow the procedures below.

To report a new General Liability or Automobile 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

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 and provide assistance.
- 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 all individuals 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 report claims to CCMSI as soon as possible after the accident/incident occurs and 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.