

Amazon Freight Partner accident/incident reporting

In the event of a vehicular, safety, or any other type of incident (examples include, but are not limited to fatalities, injuries, damage to vehicle, tow, assault, robbery, theft, physical or verbal threats, harassment, and property damage), ensure that you and all parties involved are safe. Call 9-1-1 in case of an emergency, and report all accidents or incidents—regardless of severity, damage, or injury.

Steps and best practices to report an accident:

1. Call 9-1-1

A. Ensure that you and all parties involved are safe. If you or others are injured, do not move or help others to move. The adrenaline rush experienced after an incident may interfere with a person's ability to feel how severe their injuries are.

B. Be ready to provide details such as the location of the accident, injuries to yourself or others, personal information and other accident-related specifics.

C. Remain calm at all times. Do not admit fault. Do not talk about accident details with anyone other than your carrier or the police.

2. Report the accident to your carrier.

A. Provide accident details and answer all questions they have.

3. Report the accident to Amazon by requesting a callback in the Relay for the Driver app.

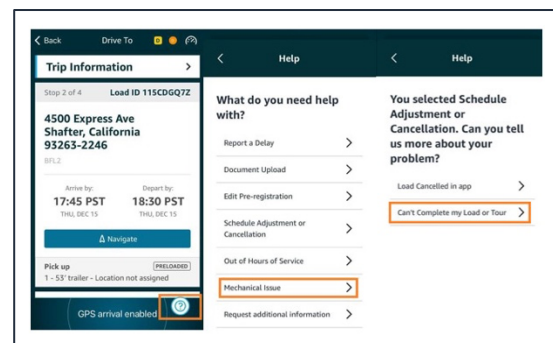
A. Go to the ? Question mark at the bottom right of Relay for Driver app

B. Select **'Mechanical Issue.'**

C. Select **'Can't Complete my Load or Tour'**

D. Enter the **phone number** for callback

4. Wait for the callback.



Have your documents available and be ready to answer questions related to the accident (i.e., how it occurred, what time it occurred, whether there was damage, whether anyone was injured, and so on).