

Glovebox Claim File

A printable place for policy details, accident evidence, contacts, expenses, repairs, and claim follow-up.

Fill in the first page before an accident. Keep completed pages secure because they may contain sensitive information.

This workbook is an educational organizer, not legal, medical, mechanical, or insurance advice. Call emergency services for injuries, fire, danger, or a blocked roadway. Follow your insurer's policy terms and current state requirements.

1. Ready-before-you-drive information

Complete these fields now. Review them at renewal and whenever a vehicle, driver, insurer, or roadside provider changes.

Policy and insurer

INSURANCE COMPANY	CLAIMS PHONE
POLICY NUMBER	POLICY TERM
AGENT / BROKER	ROADSIDE ASSISTANCE

Vehicle and driver

PRIMARY DRIVER	DRIVER LICENSE NUMBER
VEHICLE YEAR / MAKE / MODEL	VIN
LICENSE PLATE	LIENHOLDER / LESSOR

Emergency and service contacts

EMERGENCY CONTACT	PREFERRED REPAIR SHOP
MEDICAL CONTACT	TOW PROVIDER

Privacy note: Do not leave a completed copy visible in the vehicle. Store policy, license, and medical information securely.

2. Accident scene record

Address safety first. Complete only what is safe and appropriate. Preserve original photos and video without editing them.

Immediate checklist

- ☐ Move to safety if possible and lawful; use hazard lights.
- ☐ Call 911 for injuries, fire, danger, or a blocked roadway.
- ☐ Do not admit fault or argue about responsibility.
- ☐ Photograph vehicle positions, damage, plates, debris, road, signs, signals, weather, and lighting.
- ☐ Save dashcam footage and back up the original file.

Event details

DATE AND TIME	EXACT LOCATION
DIRECTION AND LANE	WEATHER / VISIBILITY
WHAT HAPPENED	INJURIES / SYMPTOMS

Other driver and vehicle

DRIVER NAME AND PHONE	ADDRESS / LICENSE
INSURER AND POLICY	PLATE / VIN
YEAR / MAKE / MODEL	PASSENGER NAMES

3. Witnesses, police, towing, and evidence

Record facts and identifiers. A citation, statement, or single image does not by itself determine insurance liability.

Witnesses

NAME	PHONE / EMAIL	WHAT THEY OBSERVED

Police and roadside response

AGENCY	OFFICER / BADGE
REPORT NUMBER	HOW TO REQUEST REPORT
TOW COMPANY	STORAGE LOCATION

Evidence inventory

ITEM / FILE	WHERE SAVED	ORIGINAL PRESERVED?	SHARED WITH

4. Claim contact log

Record each call, message, deadline, request, and commitment. Confirm important instructions in writing when possible.

Claim identifiers

CLAIM NUMBER	DATE REPORTED
ADJUSTER NAME	ADJUSTER PHONE / EMAIL
COVERAGE BEING REVIEWED	NEXT STATED DEADLINE

Communication log

DATE / TIME	PERSON / COMPANY	CHANNEL	REQUEST OR COMMITMENT	FOLLOW-UP DATE

Questions still open

QUESTION 1	QUESTION 2
QUESTION 3	QUESTION 4

5. Repair, rental, medical, and expense log

Keep estimates, supplements, invoices, receipts, prescriptions, mileage, and payment records. Coverage depends on the policy and claim facts.

Repair and transportation

DATE	PROVIDER	ESTIMATE / INVOICE	AMOUNT	PAID BY	STATUS

Medical and out-of-pocket expenses

DATE	PROVIDER / ITEM	REASON	AMOUNT	RECEIPT SAVED?	SUBMITTED?

Rental limits and dates

DAILY LIMIT	MAXIMUM LIMIT
RENTAL START	RETURN DEADLINE

6. Final claim file review

Use this page to identify missing records before deadlines pass, repairs begin, or original evidence is overwritten.

Document check

- ☐ Policy declarations and applicable endorsements
- ☐ Police or incident report
- ☐ Original scene photos and video
- ☐ Driver, passenger, and witness details
- ☐ Tow and storage records
- ☐ Repair estimates and supplements
- ☐ Rental agreement and receipts
- ☐ Medical records, bills, and mileage notes
- ☐ Claim correspondence and decision letters
- ☐ Proof of each out-of-pocket expense

Before closing the file

- ☐ Confirm all payments and deductible amounts in writing.
- ☐ Ask whether any recovery, subrogation, salvage, or title steps remain.
- ☐ Keep copies of signed releases and settlement documents.
- ☐ Store the completed claim file securely for the period appropriate to your situation.

Final notes

UNRESOLVED ISSUE	NEXT ACTION
RESPONSIBLE CONTACT	DEADLINE

Related free resources: unitedcarinsurance.com/tools/accident-evidence-checklist and unitedcarinsurance.com/toolkit