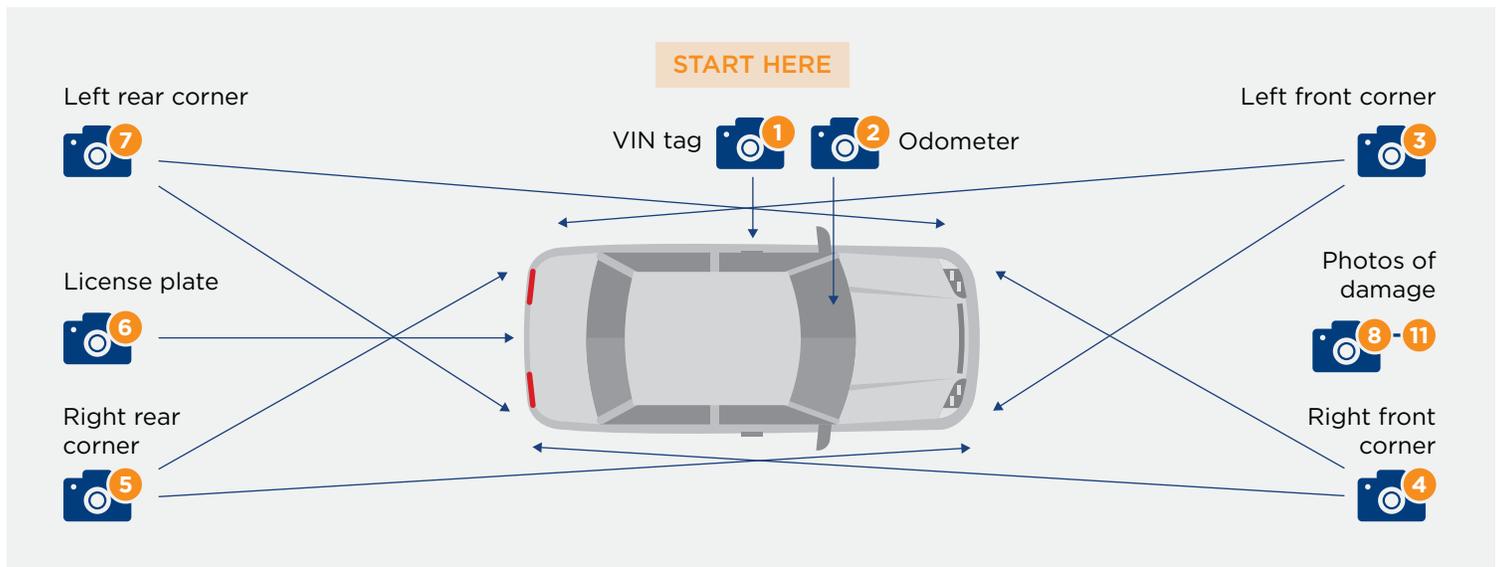


taking photos of vehicle damage: what will the adjuster ask my customer?

When a customer has a vehicle with drivable damage, they may be asked to send photos* of the damage to Safeco. Thanks to our expert Safeco-staffed express estimating team, when photos are submitted with claims, the adjustment process can be expedited, and repair estimates are typically turned around within 48 hours.

Not every claim is a good candidate for express estimating, but the adjuster will inform your customer if photos will be helpful. Then, they will guide the customer to take specific photos, in order to obtain a clear idea of the damage and begin to create a repair estimate. Customers can then take that estimate to their repair shop of choice, and the shop will work directly with Safeco from there.

Please see the diagram below for the exact photos that are needed.



The arrows indicate where the left and right edge of the photo should be located. For example, Photo 5 should include the driver's side taillamp at the left edge of the photo and the passenger's side headlamp at the right edge.

Customers should take photos of the VIN number (usually found inside the driver's door), the mileage on the odometer, the license plate and the damaged area (from both close-up and 10 feet away). Customers should also stand roughly 10 feet behind all four corners of the vehicle and take photos of the entire vehicle from each angle.

**Express estimating is not currently available in CT, SC or VT. Customers in MA and RI have limited access. Please refer to specific state guidelines, or contact your agent care and claims consultant for additional details.*

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