

Accident Reporting

If involved in an accident, please ensure all involved are safe and proceed as follows:

1. The renter is to call the police and rental location immediately and within 24 hours of the accident. Roadside Assistance should be contacted if the renting location is not available.
2. The rental location or Emergency Road Service will create an Incident Report.
3. The renter should provide every summons, complaint, and paperwork pertaining to the accident to the rental branch or Roadside Assistance, including insurance information.
4. The renter should return the vehicle to the rental location as soon as possible.
5. The renter will receive a call from the Damage Recovery Unit (DRU). DRU will verify information, ask additional questions, and gather information for proceedings.
6. Renters should be aware that this process can take up to a few months depending on the information and the extent of the accident.

Roadside Assistance

Renters in need of emergency road service may call a multilingual, dedicated roadside assistance line available 24/7. Instructions for contacting the roadside assistance line are included in the rental agreement. For Emerald Club members who choose to proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Renters using the Enterprise and National apps can press the in-app Roadside button. This allows them to call 911 or be connected with our roadside team for assistance with items such as flat tires or lockouts.

Enterprise and National will leverage the HERO platform to quickly and digitally dispatch a service provider to where the problem has occurred, and request service.

Damage Waiver (DW)

If included in contractual terms, DW covers damage to the vehicle*, the cost of glass replacement, and the cost to repair/replace a flat tire (excluding service fees and towing, and unrelated to an accident).

**Certain types of damage may not be covered when damages occurred while the driver engaged in any prohibited uses or violations in the rental agreement.*

Disputes and Refunds

United States

Enterprise: **800-307-6666**
National: **800-367-6767**

Risk: **RiskManagementHelpDesk@ehi.com**
DRU: **[800-327-0421](tel:800-327-0421)**;
DRU1@em.com

Canada

Enterprise: **844-556-4930**
National: **800-268-9711**

DRU: **[877-719-8818](tel:877-719-8818)**;
CanadianDamageClaimCenter@em.com