



County of Henrico

Department of Finance, Risk Management Division

PROPERTY/VEHICLE/LIABILITY REPORTING

Risk Management Claims staff handle auto, general liability, and property claims for both General Government and Schools.

All Employees must promptly report any injury/incident regardless of the extent to their supervisor.

Employee/ Supervisor completes the appropriate Risk Management forms and any reports specific to their department. All forms are located online through the County's HR Employee Portal at <http://employees.henrico.us/info/claims>

Complete the **Incident Report** form ([hyperlink here](#)) for any non-County vehicle related incidents such as lost, stolen, or damaged property; improper behavior; citizen/student injury; etc.
ADMIT NO LIABILITY OR FAULT
Provide details and take photographs.

Complete the **Vehicle Accident Report** form ([hyperlink here](#)) for any County vehicle related incidents.
ADMIT NO LIABILITY OR FAULT
Provide details and take photographs.
If the vehicle cannot be driven call Central Automotive Maintenance at **727-8640** (M-F 6:30am-12am) or Security at **501-4555** (12am-6:30am)
Let Central Automotive Maintenance know a claim has been or will be filed with Risk Management if/when vehicle is taken in for repairs.



In the event of a vehicle accident or vandalism you MUST call the non-emergency line at 501-5000 or 911 to report the vehicle accident.

Submit all forms and related documentation to Risk Management by email at rmmail@henrico.us (preferred) or by fax at 804-501-5661. A claim will be set up and an adjuster assigned. Adjuster will contact the department or contact person on form to advise of the claim number and next steps.
If agreed, Risk Management will pay the claim directly to the service provider/vendor; or reimburse the department through an Inter-Departmental-Transfer.

If an employee/department receives contact from another party regarding a claim, please contact the Risk Management adjuster assigned.

All claims for personal injury and/or property damage asserted against the County by a citizen must be filed with Risk Management. In order to file a claim against the County, the citizen must submit a completed and signed **Notice of Claim** form ([hyperlink here](#)) to Risk Management.

Direct citizens with any inquiries about filing a claim to Risk Management at 501-5661.
DO NOT PROVIDE STAFF NAMES OR DIRECT CONTACT NUMBERS.

Please call the Risk Management Division at 804-501-5661 with any questions.
For after-hours emergency assistance call the Risk Manager, Jeanetta Lee, at 804-382-4885.