



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>

For Additional reporting requirements for Fatality and Serious Workplace Injury click [here](#).

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](mailto: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.