



We appreciate your business and sincerely apologize for any inconvenience. Due to the fact that we are in the parking business, accidents will unfortunately occur. At SafeParc we take all complaints very seriously and make sure to follow the recommended steps from our insurance company and The State of Florida's insurance commissioner's office.

This letter does not deny or accept SafeParc's liability in any way regarding you or your vehicle. The below instructions will help to make this process as easy & convenient as possible. SafeParc reserves the right to choose the place of repairs if found liable.

STEPS IN EVENT OF INCIDENT

1. Notify a SafeParc employee BEFORE you leave the premises
 2. Retain Valet Parking Ticket
 3. Provide statement to valet attendant and keep notes on date, time & location of vehicle
 4. Take picture of damage immediately
 5. Call YOUR insurance company to put them on notice of a claim
- ❖ SafeParc's Insurance Company is under no obligation to respond to your incident without approval from us OR a formal subrogation from your insurance company (on behalf of you).

If SafeParc accepts liability, we reserve the right to determine how recovery of damages will be payable. We may choose to settle internally or open a claim through our insurance company. In the event that our insurance company is notified, SafeParc refers to their process and guidelines for the continued management of your claim.

SafeParc's Incident Reporting Department

Days/Hours of Operation: Monday through Friday 8am to 5pm
Phone: 404-397-3008
Email: claims@safeparc.com

A team member will respond within 24 hours of the next business day.

SafeParc is **NOT** responsible for any items that are left in the vehicle and go missing, damage done by someone else, or for damage found after you leave the premises.

It is your right and duty to mitigate any damages through your insurance company. As we understand you may not agree with our decision, your insurance company is the appropriate party and your advocate to assist you in a recovery they determine through their own investigation.

Please take note that it is not SafeParc's obligation to submit a formal insurance claim for payment regarding every complaint that is submitted to us. We rely on many resources to guide us through these decisions, making sure to honor claims that do have merit arising from our negligence.

SafeParc's policy is to respond to incidents promptly and fairly. Time to investigate your claim will depend on the complexity of the incident. If a claim has complex issues involved or if we need additional information, the process may take longer.

Thank you for your understanding and patience as we work through your incident.