

- Travelers must report car accidents or situations resulting in personal injury to the LU Police Department and their supervisor immediately.
 - LUPD – lupd@liberty.edu
 - Non-emergency – 434-592-7641
 - Emergency – 434-592-3911
- In case of accident Cardholder/renter should follow below steps within 45 days of accident:
 - Notify Visa within 45 days of accident by going to <https://www.eclaimsline.com/>
 - Click on “file a claim”
 - Include your Visa card number, first and last name, and “get started”
 - Select “collision damage waiver”, “next”
 - The online claim form will request the following *required* information:
 - First/last name
 - Street address (provide Liberty’s)
 - Email address
 - Phone number (please provide LU office phone number)
 - Click “next”
 - Claim reason
 - Date of incident
 - Rental start and end date as indicated on your agreement
 - Country/state where incident took place
 - Vehicle type
 - Benefits payable to: Cardholder
 - Brief description of incident/accident

Submit