

You sustained damage to your vehicle (or personal property) while traveling through a VTrans Construction Project. What do you do?

1. Contact your insurance company to see if you are covered for the damage.
 - a. Even if you are not, they may be able to assist you in the following steps.
2. It is your responsibility to contact the Contractor & file a claim through that Contractor, and the Contractor's Insurance Company.
 - a. Note: The Contractor is the company that actually constructs projects for VTrans. They are independent of VTrans, and are responsible for any damage incurred to personal property. They are required to have insurance for these types of situations.
 - b. If you need help identifying whom the Contractor is in a particular location, contact the [VTrans Regional Office](#) (you can determine which Regional Office to contact based on the website map of the four VTrans Regional Construction offices). The Regional Office will give you the appropriate contact information for the Contractor. They will also give you the name of the Resident Engineer, who is the VTrans representative in charge of the Project, as well as a Public Relations person for larger projects.
3. If the Contractor is non-responsive, you may inform VTrans.
 - a. Note: THE STATE WILL GENERALLY NOT DIRECTLY SETTLE THE CLAIM, but will track and follow up on the claim to verify that the Contractor is addressing the claim.
 - b. You may obtain an electronic copy of a damage claim form from the [VTrans Regional Office](#), or by contacting the VTrans Resident Engineer on the project.
 - c. Send the completed form to the Construction Section, attention of the Finals Engineer, at the mailing address or Email address shown on the form.
4. Please be advised that these procedures are not exclusive of any other legal action recommended by your attorney.