



## Accidents Still Happen: CarInsurance.com Explains How to File a Claim amid Coronavirus

April 15, 2020

*Insurers are still open for business and experts observe how the current pandemic has both simplified and complicated the normal process for filing auto insurance claims*

**Foster City, CA – April 15, 2020** – With a majority of Americans driving less frequently these days, the number of auto insurance accident claims has decreased. That's the good news. Claim processing delays may occur when adjusters must evaluate vehicle damage in-person.

[CarInsurance.com](https://www.carinsurance.com), a one-stop destination for unbiased, expert advice on auto insurance, summarizes what consumers need to know about filing claims and making repairs during the current pandemic.

Important observations:

- The insurance industry is open for business as an essential service
- Many insurance companies are leveraging technology to facilitate the claim-filing process
- Delays due to replacement part unavailability may be more common than delays related to auto mechanic and body shop schedule backlogs
- Rental car reimbursement coverage may be extended, at the discretion of claims adjusters

"The process of filing a claim now is much the same as it was before COVID-19," asserts Michelle Megna, CarInsurance.com's editorial director. "As with many other transactions, drivers should anticipate potentially long telephone wait times."

The CarInsurance.com report on [How to file an accident claim during coronavirus pandemic](#) explains what consumers should do if they are involved in an accident and what they should expect as far as resolving a car insurance claim now.

Michelle Megna is available to answer questions about the car insurance claim filing process and elaborate on what consumers can do to obtain the best possible outcome if they are involved in an accident.

### **Additional resources**

- [Car insurance and COVID-19: Payback credits, grace periods, waivers](#)
- [Driving during a state of emergency](#)
- [How much does insurance go up after an accident?](#)

### **About CarInsurance.com**

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CarInsurance.com is a one-stop online destination for car insurance information, providing unbiased, expert advice on how to shop for insurance plans, what consumers should pay and what coverage they can get from a policy. Since 2003, CarInsurance.com has been educating consumers through its breadth of expert content, tools, and in-depth studies to help site visitors make informed decisions about their car insurance.

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