

Have you been in a motor vehicle crash?

If you have been involved in a motor vehicle crash, we suggest that you do the following;

- Immediately contact the police department in the city/town that the accident occurred and wait for the police to arrive. If it is safe to leave the vehicles where they rest, then do so.

After the Officer has completed the on-scene investigation;

- Contact your insurance company as soon as possible;
- Click the provided link to print a blank Massachusetts Crash Operator's Report, <http://www.massrmv.com/rmv/forms/accident.htm> and;
- Complete the form according to the directions and submit the form to the listed agencies on the front page of the report within five business days.

If an Exchange Form was not provided at the scene of the crash, you must obtain one from the Hadley Police Department. This form has the all of the operator's and vehicle's information. This is not the officer's report.

Frequently Asked Questions;

Q- Can I obtain a copy of the officer's report?

A- Yes, after the following steps are completed. Operators must submit their copy of the crash operator's report first. A request to the records department for the crash report must be made in writing. Operators who are not local can contact the records department and make a request over the phone. After the request is submitted along with the \$5.00 administrative fee, the records department will contact the involved parties when the report is ready.

Q- Has an operator been cited in the crash?

A-This information is not disclosed.

Q- Can I request a copy of any accident report?

A-Yes, but certain personal information will be removed from the report.

Q-How do I know who is at fault in a crash?

A-The insurance company makes the final determination of who is at fault. The provided link, shows standards for automatic fault.

<http://www.massrmv.com/MeritRatingBoard/SafeDriverInsurancePlanRegulation/TheStandardsOfFault.aspx>

Q-My vehicle was towed from the scene and I don't know where it is. How do I find out?

A-Contact the Hadley Police Department Dispatch Center with your name and license plate number, and the dispatcher can provide you with the towing company's name.

Q-I was in an accident in Hadley, but another police department responded, does the Hadley Police Department maintain those records?

A-No, the appropriate agency will maintain that record.

Q- I was in an accident in Hadley and did not report the crash when it happened, what should I do?

A-Contact the Hadley Police Department Dispatch Center and report the pertinent information. The police department will not complete a crash report for accidents that were not investigated at the time of the crash, only an entry in the log will be made.

Q-My property was damaged as a result of a crash, how do I file an insurance claim?

A-Contact your home-owner's insurance company and follow their instructions.

Q-What if I disagree with the Officer's police report?

A-Clerical errors can be corrected by the investigating officer. Entries that show/state the details of how the accident occurred cannot be changed.