

STATEMENT GUIDE

VEHICLE THEFT - INSURED

Opening

This is (name of adjuster) conducting a recorded interview ("in person" or "by telephone") with (name of person being interviewed) on (date of interview) concerning an incident which took place on (date of incident) at (location of incident).

Permission

1. Do you understand that this interview is being recorded?
2. Is it being recorded with your permission?

Identification

1. Would you state your full name, and spell your last name, please?
2. What is your date of birth?
3. What is your social security number?
4. What is your home address?
5. What is your home, cell, and work telephone numbers?
6. What is your marital status?
 - What is your spouse's name?

Employment / Income

1. Where are you employed?
2. Who is your supervisor?
3. How long have you worked there?
4. What is the nature of your job?
5. What is your household annual income?
6. Describe any other forms of income your household receives?

Loss Location

1. Describe the area and location where you last left the vehicle?
2. Why did you park your vehicle at the location and what time did this occur?
3. Was the vehicle locked?
4. Who was the last person in the vehicle?
5. Are all sets of keys to the vehicle in your possession?
 - How many sets of keys are there for the vehicle?
 - What are names and telephone numbers of others who have keys to the vehicle?

STATEMENT GUIDE

VEHICLE THEFT - INSURED

Vehicle Owners / Drivers

1. What kind of vehicle was stolen?
 - What is the year, make, and model of the vehicle?
2. Are you the titled owner of the vehicle?
 - If no, what is their address and telephone number?
3. Where did you purchase the vehicle?
 - Name, address, and phone number of person or business it was purchased from.
4. What was the purchase price of the vehicle?
 - How did you pay for the vehicle?
5. What is the registration number for the vehicle?
6. What type and how many cylinders does the vehicle's engine have?
7. What color is the vehicle?
8. What is the mileage on the vehicle?
9. Describe any extra equipment that may have been on the vehicle?

Vehicle Status

1. Do you have a loan on the vehicle?
 - What is the name and phone number of the company you have the loan with?
 - What is your monthly payment?
 - Are your payments current?
 - Explain any secondary liens against the vehicle?
2. Explain any other loans or debts that you have?
3. Explain any outstanding liens or judgments against you?
4. Has the vehicle ever been repossessed?
 - Why and who repossessed it?
5. What is the name, address and phone number of the person who used the car the most?

Whereabouts

1. When did you first become aware that the vehicle was stolen?
2. Who was the last person to drive the vehicle?
3. Where were you when the theft occurred?
4. What are the names, addresses and phone numbers of the people you were with?
5. Detail your whereabouts for the last 24 hours prior to the theft?

STATEMENT GUIDE

VEHICLE THEFT - INSURED

Incident Details

1. Describe to me what happened prior to and during the theft.
2. Did you witness anything or anyone strange in the area prior to the theft occurring?
3. Did you remove any property from the vehicle before the theft?
4. Were there any valuables or special equipment in the vehicle?
5. How did you get home from the area after the theft?
 - What is the name and number of the person who took you home?

Suspects

1. Have you had any problems with anyone prior to the theft occurring?
2. Have any threats been made against you?
 - What are the names and phone numbers of the people making the threats?

Witnesses

1. Were there any witnesses to this incident?
 - What are their names, ages, addresses and telephone numbers?
2. Where were they located when they saw the theft occur?

Previous Occurrences

1. Have you had any other thefts, fires, or acts of vandalism to the vehicle or your home?
2. Explain any other insurance you have for this loss?

Police Investigation / Post Incident Discussions

1. Were the police called to the scene?
 - Who called them?
2. Who investigated the theft? (City police, sheriff, or state patrol)
3. Did you overhear any conversations between the police officer and anyone else?
 - What was said in each conversation?

STATEMENT GUIDE VEHICLE THEFT - INSURED

Closing

1. Is there anything you would like to add regarding this accident?
2. Have you understood all of the questions asked?
3. Is all of the information that you have given true to the best of your knowledge?
4. Do you understand that this interview has been recorded?
5. Was it recorded with your permission?

Thank you. This concludes our interview.