

Instructions in the Event of **Damage**



CPM emergency hotline:
From abroad:

+ 49 800 8026348

+ 49 40 53105-9962

Even the best driver can be involved in a car accident. In the following you will find tips, if there is ever any need, on how the handling of the accident is carried out as smoothly as possible.

Behavior at the scene of the accident

It is essential to put on the **safety vest** in order to secure the site of the accident. First aid in case of personal injuries is available via the **emergency number 112**. In case of personal or major material damages, please summon the police without fail by dialling their **emergency number 110**. If possible, take pictures from the accident scene and the positions of the vehicles involved. Do not acknowledge any assumption of liability towards the other parties involved or investigating officers.

Note the **data of the other party involved** (name and address), the **number plate** of the vehicles involved in the accident, details to the **opposing insurance** as well as the name and address of **witnesses**. Please refer to the CPM damage form. You will find the appropriate damage form on our website

[Download damage report](#) ►

Further steps: **claim notification**

Report the accident by phone at the above mentioned **CPM emergency hotline** and coordinate the next steps, e.g. transferring the vehicle to one of our partner workshops incl. free delivery and pick-up service. In addition, please forward the **CPM damage form** to us, which is to be completed **on the PC** and sent directly to the below mentioned CPM E-Mail address by clicking on the Send button.
schadenanzeige@carprofessional.de

CPM gives repairs approvals and provides, if required, breakdown, towing, recovery and accident assistance services in the name of and on behalf of the caller. The organisation of a rental car at the above mentioned service number is also possible. The settlement is done directly between the workshop and CPM. **You are not entitled to sign a declaration of assignment** for repair costs, rental car, etc.

You can commission the repair works after CPM has given its approval. Please present your CPM Service Card at the workshop. The workshop will then receive the necessary information on www.servicefreigabe.de

The **commissioning of an expert is done by CPM**. If you assign an expert by yourself or the workshop, there is a danger that the insurance will refuse the assumption of costs.

Important instructions

In case of vehicle **theft**, **break-in** into the vehicle, **fire damages** as well as **collisions with game animals**, the **police station responsible** (abroad the local police authority responsible) is to be contacted immediately.

If you have any questions, your CPM contacts will be happy to assist you.

Kind regards,
your team of Car Professional Management

Experts in Vehicle Leasing

Car Professional Fuhrparkmanagement und Beratungsgesellschaft mbH & Co. KG
Fuhlsbüttler Straße 437 · 22309 Hamburg · Tel: +49 40 53105-0 · www.carprofessional.de · Part of ALD Automotive – Societe Generale Group
Komplementär: Interleasing Dello Hamburg G.m.b.H. · Handelsregister: HRB 17622 · Geschäftsführerinnen: Martina Reiter, Sarah Bouchard-Dussoubs
Gläubiger-ID DE22ZZZ00000503779 · Handelsregister: HRA 91914 · USt-ID-Nr. DE 198 314 614
Deutsche Bank AG, Hamburg, IBAN DE2120070000014340400, BIC DEUTDE33HAN

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