



## What is a total loss?

When an accident causes so much damage to your vehicle that the cost to repair is economically impractical, it may be considered a total loss.

NJM will evaluate the damage and let you know whether your vehicle can be repaired or is a total loss.

## What happens when my car is determined to be a “total loss?”

NJM picks up the vehicle, moves it to a salvage yard, performs an inspection, and gets a valuation for your vehicle.



A claims rep will contact you within 48 hours to discuss the vehicle valuation and total loss process.

Policyholders are entitled to a rental vehicle when your vehicle is withdrawn from use for more than 24 hours, due to a covered loss, subject to your policy limits.

## What is my total loss “to do” list?

- Collect your license plate and personal items.
- Leave the keys with your vehicle.
- Locate your title or gather your lender information if leased or financed.

## How is my “actual cash value” calculated?

NJM considers several factors such as year, make, model, mileage, options, and condition.

We compare your car to similar vehicles and adjust its value based on differences.

## What if my vehicle is financed or leased?

Total loss claims are paid out based on the **actual cash value**, regardless of the amount you owe on your vehicle.

Your financial institution has the right of first payment before any payment is made to you.