OPERATOR'S RESPONSIBILITIES

WSU drivers authorized to drive University vehicles on official University business are responsible for:

- Complying with state and University policies. (See below.) Failure to follow these policies may result in disciplinary action, including deductions from salaries or other allowances due, suspension without pay, or termination of employment.

- Reporting any legal prohibition and/or restrictions (other than corrective lenses) against driving to the authorizing department chair or administrator. Examples include, but are not limited to revoked or suspended license, court imposed restrictions, restriction to drive a particular type of vehicle or equipment, and other Department of Licensing restrictions.

WSU drivers are responsible for knowing and following current departmental, WSU, and state of Washington driving regulations and directives. See 7.20: Motor Vehicle Accidents, BPPM Chapter 95: Travel, and State Administrative and Accounting Manual (SAAM) Chapter 12: Transportation. SAAM Chapter 12 is available online at: http://www.ofm.wa.gov/policy/12.htm

NOTE: Several policies include exceptions for drivers using privately-owned vehicles on official University business. Such exceptions are identified below.

The driver is to:

- Operate the vehicle at all times in a professional and safe manner, and comply with applicable traffic laws and regulations.

- Hold a valid driver’s license, have it on his or her person while driving, and present it when requested by the manager/supervisor.

- Properly use seat belts as required by state law (RCW 46.61.688). Drivers should verbally remind passengers of their responsibility to use seat belts at all times the vehicle is in operation. Also, drivers must ensure that authorized passengers under 16 years of age are properly restrained in safety belts or car seats, as appropriate. (RCW 46.61.687)

- Limit transportation of passengers to individuals who are traveling on official state or University business only. EXCEPTION: Drivers who use privately-owned vehicles on official University business may provide rides for nonofficial passengers, provided that the drivers have private insurance that covers the passengers.

- Promptly pay fines to the appropriate jurisdiction for all parking tickets, citations or infractions received while operating a University vehicle. Payment of fines and citations under these circumstances is the sole obligation and responsibility of the driver and is not to be reimbursed or paid by the University.

- Notify the manager/supervisor by the end of the next business day upon notification by the applicable licensing agency that his/her driver's license has been suspended, revoked, or otherwise determined to be invalid.

- Adjust driving speed and vehicle equipment (e.g., use of lights, tire pressure, etc.) to changing weather conditions. Additionally, the driver is to alter travel plans as needed for personal safety due to inclement weather or sudden illness.

- Follow department or Motor Pool policies for reporting vehicle mechanical problems and arranging for service repairs or maintenance.

- Maintain good appearance of the motor vehicle.

- Complete the State of Washington Vehicle Accident Report (SF 137) when an accident results in either, or both, of the following:

  Injuries to a University driver, authorized passenger(s) and/or others; and/or
  Damages to a University vehicle, POV and/or other vehicles.

The driver must sign and submit the State of Washington Vehicle Accident Report form to his or her supervisor on the following business day. The supervisor must sign the form and mail it to the Office of Risk Management within two working days after the accident. See 7.20.

Revised 7-09

7.10.21
Safety is a priority when driving a University-owned, privately owned, commercially-leased/rented vehicle. To promote safety, all drivers must comply with the following requirements and recommendations:

- Drivers must not use tobacco products in University vehicles. EXCEPTION: Drivers may use tobacco products in privately-owned vehicles used on official University business if otherwise lawful.

- Drivers must not drive while under the influence of intoxicating beverages, drugs, or any other impairing substances.

- Drivers must not transport alcohol/intoxicating substances in University vehicles unless transporting such substances in within the scope of the driver's official job duties. EXCEPTION: Drivers may transport alcohol/intoxicating substances in privately-owned vehicles used on official University business if otherwise lawful.

- Drivers must not transport firearms, weapons, or explosives (concealed or otherwise) unless the transportation of such devices is in accordance with performance of official University business. EXCEPTION: Drivers may transport firearms, weapons, or explosives in privately-owned vehicles used on official University business if otherwise lawful.

- Drivers must not use radar or speed detecting devices in University vehicles. EXCEPTION: Drivers may use radar or speed detecting devices in privately-owned vehicles used on official University business if otherwise lawful.

- Drivers must not transport non-college enrolled high school or younger children in 15 or 12-passenger full size vans or other specialty vehicles not meeting University and federal school bus standards. Non-college-enrolled high school and younger children may be transported in mini-vans and sedans.

- Drivers must not use hand-held communication devices while driving. Drivers must not send, read, or write text messages while driving. Drivers may use hand-held communication devices in hands-free mode. Hands-free mode is defined as the use of a hand-held communication device with a speaker phone, headset, or earpiece.

Except for occasional use with a communication device in hands-free mode, drivers must avoid the use of earphones/buds. Such use can distract drivers or prevent drivers from hearing warnings of hazardous situations.

Drivers may use hand-held communication devices while driving under the following circumstances only: when operating an authorized emergency vehicle or tow truck responding to a disable vehicle; to report illegal activity; to summon medical or other emergency help; or to prevent injury to a person or property.

- Drivers must safely organize and store equipment/supplies in the vehicle so they are secure in the event of a sudden stop.

- Drivers must select well-lit, safe areas, for parking University vehicles, if possible. Place valuable equipment out of view and lock the vehicle when unattended.

- Drivers should limit driving and travel to the hours between 6:00 a.m. and 12:00 midnight.

- Drivers must not exceed the maximum passenger capacity for which the vehicle was originally manufactured.

- Drivers must minimize driver fatigue on long trips by taking appropriate breaks and/or sharing driving with other authorized drivers.

- Drivers are advised to engage at least two authorized drivers for overnight trips or trips out of the local area, i.e., the area outside a 150 mile radius of the work location.

- Drivers must adhere to posted speed limits.

- Total combined driving time for all drivers in a vehicle in a single day must not exceed ten hours.

Risk Management
Washington State University
Pullman, WA 99164-1172
509-335-6893

7.10.22

Revised 7-09
**STATE OF WASHINGTON**

**VEHICLE ACCIDENT REPORT**

**INSTRUCTIONS:** Use this form to obtain information only. This event must be filed on-line at https://etori.des.wa.gov/incidentreport with a copy of the PDF emailed to your supervisor.

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Employing Agency</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Address</th>
<th>Zip</th>
<th>Business Phone</th>
<th>Email</th>
<th>Was vehicle being used on official state business?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>D Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operator's License No.</th>
<th>License Restrictions</th>
<th>If Yes, Indicate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>D Yes</td>
<td>D No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>License No.</th>
<th>Year</th>
<th>Make</th>
<th>Body Type</th>
<th>Where Located</th>
<th>No. of Passengers</th>
<th>Est. Repair Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Owning Agency</th>
<th>Describe Damages Fully (Parts, type, and extent of damage)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**STATE EMPLOYEE DRIVER**

<table>
<thead>
<tr>
<th>Owner Car No. 1</th>
<th>Phone</th>
<th>Owner Car No. 2</th>
<th>Phone</th>
<th>Owner Car No. 3</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>City</td>
<td>Zip</td>
<td>Address</td>
<td>City</td>
<td>Zip</td>
</tr>
<tr>
<td>Driver</td>
<td></td>
<td></td>
<td>Driver</td>
<td>Age</td>
<td>Phone</td>
</tr>
<tr>
<td>Address</td>
<td>City</td>
<td>Zip</td>
<td>Address</td>
<td>City</td>
<td>Zip</td>
</tr>
<tr>
<td>Vehicle Make</td>
<td>Year</td>
<td>Body Type</td>
<td>Vehicle Make</td>
<td>Year</td>
<td>Body Type</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Passengers</th>
<th>Name of Passengers</th>
<th>Insurance Company</th>
<th>Policy No.</th>
<th>Insurance Company</th>
<th>Policy No.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Repair Cost</th>
<th>Describe Damage</th>
<th>Repair Cost</th>
<th>Describe Damage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What was Damaged?</th>
<th>Repair Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name and Address of Owner</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
</table>

**OTHER VEHICLES**

<table>
<thead>
<tr>
<th>Name and Address</th>
<th>Extent of Injury</th>
<th>Age</th>
<th>Veh. 1</th>
<th>Veh. 2</th>
<th>Veh. 3</th>
<th>Ped.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**INJURED PARTIES**

<table>
<thead>
<tr>
<th>Name and Address</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police Investigate?</th>
<th>Which Division (Sheriff, WSP, City)</th>
<th>Citation Issued?</th>
<th>D Yes</th>
<th>D No</th>
</tr>
</thead>
<tbody>
<tr>
<td>D Yes</td>
<td>D No</td>
<td></td>
<td>D Yes</td>
<td>D No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Have you filed a Collision Report Form WSP 161 As Required by Law?</th>
<th>D Yes</th>
<th>D No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>D Yes</td>
<td>D No</td>
</tr>
<tr>
<td>Information Regarding Accident</td>
<td>No. 1, Your Vehicle</td>
<td>No. 2, Other Party (Name)</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>1. If pedestrian, where was he/she (crosswalk, etc.)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Road conditions (dry, glare, icy, rain, snow, etc.)? (Gravel, blacktop, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. At what distance danger was first noticed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Speeds at time danger was first noticed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Speeds at time of accident?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. What warning signals were given?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Obstruction to vision (weather and other)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Had any party been drinking? Who?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Describe in detail what happened (use additional paper if necessary)

Mark Damaged Areas

<table>
<thead>
<tr>
<th>Street Center</th>
<th>Sidewalk</th>
<th>Sidewalk</th>
</tr>
</thead>
<tbody>
<tr>
<td>D Straight Road</td>
<td>D Hillcrest</td>
<td>D One Lane</td>
</tr>
<tr>
<td>D Curve - R or L</td>
<td>D Uphill</td>
<td>D One and One-Half Lane</td>
</tr>
<tr>
<td>D Level</td>
<td>D Downhill</td>
<td>D Two Lane or Four Lane</td>
</tr>
</tbody>
</table>

Important

If street or view was obstructed in any way, indicate where and how, also indicate any street car or trucks and traffic signals or signs.

Signature (Driver) Date Signature (Supervisor) Date

Form SF 137 (RMD Rev 02/12)
Procedures for Reporting Accidents (Refer to SPPM 7.20.)
For all accidents resulting in property damage or injuries involving any motor vehicle in use for official WSU business, drivers are to follow the procedures below, as applicable.

1. Take whatever steps are necessary to protect yourself from further injury.
2. Assist any injured party, giving only the first aid you are qualified to provide.
3. Call 911 for medical assistance if needed.
4. Cooperate with local law enforcement. Provide factual information, limiting responses to questions asked.
5. Provide factual information about yourself and the WSU vehicle to the other driver(s). Give your department contact information.
6. Obtain needed information from other driver(s). Identify witnesses and obtain addresses and phone numbers.
7. Do not discuss your actions with parties other than law enforcement. Do not admit fault to other parties or make any statements about the State's response to the accident, financial or otherwise.
8. Collect all required information necessary to complete the State of Washington Vehicle Accident Report (SF137) located in the vehicle's glove box or other information needed for agency accident reporting purposes.
9. Report accidents or vehicle damage to Risk Management (509)335-3041 within two business days. If vehicle is insured through the VLR fund, obtain and send two estimates for repair, unless using a state contract glass vendor.
10. Contact Motor Pool if you have a Motor Pool vehicle. Report accidents to them at (509) 335-9085 or (509) 335-9000 after hours.
11. Report the accident to your manager/supervisor.
12. Have the state vehicle towed from the scene if not drivable.
13. Complete the State of Washington Vehicle Accident Report (SF137) and any other agency-required accident report forms or procedures. The completed SF 137 must be submitted within two working days to Risk Management Services, email riskmanagement@wsu.edu after it is submitted online or, if paper copy, after signed by your supervisor.
14. Complete the State of Washington Vehicle Collision Report if any injuries are sustained as a result of the accident or if damages to vehicles/property exceed $1,000. This form is available on Washington State Patrol’s website or at local law enforcement offices.

Proof of Liability Insurance
Washington State Agency Vehicle
Continual Coverage
(See explanation below)

RCW 46.30.020(3) exempts mandatory liability insurance requirements for the operation of a motor vehicle governed by RCW 46.16.020, which includes any vehicle owned, rented, or leased by the state of Washington. Further, the state of Washington is continually self-insured under RCW 4.92.130 for its tort liabilities that might result from operational negligence of its vehicles.

Questions in this regard may be referred to the State Office of Risk Management in Olympia, Washington at (360) 407-9199.

Direct all vehicle tort liability questions or claims to:

State of Washington
PO Box 41466
Olympia, WA 98504-1466
(360) 407-9199
or
WSU Risk Management
(509) 335-3682 or -6893
EMERGENCY AND POST-ACCIDENT GUIDELINES

For all accidents resulting in property damage or injuries involving any passenger motor vehicle used for official University business, WSU drivers are to follow the procedures below, as applicable:

- The driver must take whatever steps are necessary to protect himself or herself from further injury. Call 911 for medical assistance if needed. NOTE: The driver must provide his or her exact location.

- The driver must assist any injured party, giving only the first aid she or he is qualified to provide.

- The driver must provide factual information about himself or herself and the University vehicle to the other driver(s), e.g., name, agency (WSU), telephone number, vehicle identification number (VIN), etc.

- The driver must obtain needed information from other driver(s). The driver must identify witnesses and obtain addresses and telephone numbers.

- The driver must provide the other driver with WSU's contact telephone number, 509-335-6893 (see the How's My Driving? sticker), or e-mail address, riskmanagement@wsu.edu.

- The driver must not discuss his or her actions with parties other than law enforcement. The driver must not admit fault to other parties or make any statements about the state's response to the accident, financial or otherwise.

- The driver must collect all required information necessary to complete the State of Washington Vehicle Accident Report (SF 137) located in the vehicle's glove box.

- The driver must notify the appropriate law enforcement agency. The driver must cooperate with local law enforcement. The driver must provide factual information, limiting responses to questions asked.

- If not drivable, the driver must have the University vehicle towed from the scene to a local vendor (usually the towing company).

- The driver must contact WSU Motor Pool if driving a Motor Pool vehicle; telephone 509-335-9085 during working hours or 509-335-9000 after hours.

- The driver must report the accident to his or her manager/supervisor. The driver must complete the State of Washington Vehicle Accident Report (SF-137) and provide it to her or his immediate supervisor the following business day.

- Injured employees and volunteers must contact their department head to complete a WSU Incident Report and file a Labor and Industries Claim.

For all accidents or vehicle damage, the employing unit must follow the procedures below:

- Determine if the vehicle was being used for official University business at the time of loss.

- Notify the Office of Risk Management at 509-335-6893 if accident involved a third party.

- Submit the completed State of Washington Vehicle Accident Report (SF 137) to the Office of Risk Management within two workdays. All accident reports must include the driver's and the supervisor's signatures. Submit a copy of the report to the WSU Motor Pool for Motor Pool vehicles.

- As soon as possible, submit three written estimates for the WSU vehicle repair to the Office of Risk Management. Departments are to select local vendors for auto body repairs.

- Contact Human Resource Services or the Office of Student Conduct for the appropriate disciplinary action, if required.

Risk Management
Washington State University
Pullman, WA 99164-1172
509-335-6893

Revised 7-09

7.10.23
Motor Vehicle Accidents

POLICY
University personnel are to report any traffic accident involving any vehicle used for official University business in accordance with the following procedure. See also 7.10.

IMMEDIATE ACTIONS

Obtain Medical Aid
Obtain emergency medical aid for any injured persons.

Notify Police
Contact the law enforcement agency having jurisdiction for the accident location.

Within Washington State
When possible, the law enforcement officer should file an official Police Traffic Collision Report (WSP-159). If damages are significant (i.e., $700 or more) or if bodily injury has occurred, the officer must file a Washington State Vehicle Collision Report (WSP-161). Both forms are provided by law enforcement agencies within the state of Washington.

Obtain Information
Obtain the following information from other involved parties and witnesses:

- Names,
- Addresses,
- Telephone numbers,
- Vehicle descriptions,
- License numbers, and
- Insurance companies of third parties (names, addresses, telephone numbers).

Notify WSU
Immediately notify the following WSU officials or offices, as appropriate:

- Driver's immediate supervisor,
- Risk Management; telephone 509-335-6893 or e-mail riskmanagement@wsu.edu,
- Motor Pool of Facilities Services, Operations if a Motor Pool vehicle is involved; telephone 509-335-9085, and
- In the event the offices above are closed, such as holidays or weekends, report the event the following business day.

Post-Accident Guidelines
Actions to take after an accident are summarized in the Post-Accident Guidelines provided in each University vehicle's glove box.
Motor Vehicle Accidents

REPAIR ESTIMATES  As soon as possible, the WSU driver obtains two written estimates for repairs to the University vehicle. The driver sends the estimates with the accident report (see below) to Risk Management.

Glass Repair  WSU Pullman units are to obtain glass repairs from the Motor Pool. Units in other locations obtain two written estimates from local glass repair shops and submit them with the accident report (see below) to Risk Management.

Auto Body  Local vendors are to be used for auto body repairs.

Review of Estimates  Risk Management reviews the estimates and selects a vendor to provide the repairs.

ACCIDENT REPORT  Drivers report all traffic accidents, regardless of how minor, on a State of Washington Vehicle Accident Report (SF-137).

Within two working days, the WSU driver submits a Vehicle Accident Report to Risk Management. The Vehicle Accident Report must include the driver's signature and the driver's supervisor's signature. The driver attaches copies of the repair estimates and any pertinent information obtained from witnesses, law enforcement, or others.

This form is found in the glove compartment of University vehicles or may be obtained from Risk Management or the Motor Pool.

NOTE: Departments must permanently maintain a supply of Vehicle Accident Report forms in all department-owned or leased vehicles. See 7.10.

Bodily Injury  In the event of bodily injury to WSU employees, University personnel are to complete WSU accident reporting forms as indicated in 2.24 and 2.30.

CLAIMS  A University traveler involved in an accident while driving a privately-owned vehicle on University business is not reimbursed for deductibles and the traveler's insurance is considered primary. See BPPM 95.11.

THIRD-PARTY CLAIMS  A third party who wishes to file a claim against the state of Washington due to an accident with a WSU motor vehicle and/or driver completes a Standard Vehicle Accident Tort Claim Form (SF-138). This form is available from Risk Management.
Motor Vehicle Accidents

ACCIDENT REVIEW

Risk Management reviews all accidents involving University vehicles. See also below.

Risk Management advises the driver's department chair, director, or equivalent administrator by letter if the results of the accident review indicate a driver error accident. The letter may require the driver to attend driver's training.

Driver Error Accidents

Driver error accidents are defined as accidents in which the University-authorized driver was in error which result in:

- Injuries,
- Vehicle damage, or
- Property damage to University or third-party vehicles or property.

Windshield damage is not included in this definition.

Departmental Actions

Risk Management requests feedback by letter from the employee's department as to the actions taken by the department to help minimize the possibility of recurrences. Risk Management sends a copy of the letter to HRS.

Optional actions available to the manager/supervisor include the following:

- Revoking the employee's eligibility to drive WSU motor vehicles for a specified period or suspending eligibility indefinitely.

- In certain cases, corrective or disciplinary action may be taken. Managers/supervisors should consult with HRS before initiating any disciplinary action.

For information regarding corrective and disciplinary actions, see BPPM 60.50, WAC 357-40, the Faculty Manual, the Administrative Professional Handbook, and/or any applicable collective bargaining unit agreement. See the HRS website for advisory guidelines for corrective and disciplinary actions for civil service employees at:

http://www.hrs.wsu.edu/

Select Managers Toolkit, then Select Civil Service Employees.

See 7.10 for further information.
Contact Information

Department of Enterprise Services
Office of Risk Management
1500 Jefferson Street SE
PO Box 41466
Olympia, WA 98504

DES Website:
www.des.wa.gov

Email Address:
claims@des.wa.gov

Phone: (360) 407-9199
Fax: (360) 407-8022

Filing a Tort Claim
When to file a claim?
If you believe you’ve been harmed or have suffered a loss caused by the state, you may submit a claim called a “tort claim.” Tort laws are laws that offer a way to remedy a loss, if permitted by law.

Where to file a claim?
All claims for damages against Washington State or its officers, employees or volunteers for actions while they were on the job may be presented to the Office of Risk Management (ORM). ORM investigates and attempts to resolve claims (RCW Chapter 4.92).

What do I need to know?
All claims should be presented on the form supplied by ORM. You can get the claim form by visiting the Department of Enterprise Services website at:

http://des.wa.gov/services/Risk/claims/Pages/standardTortClaims.aspx

How do I submit my claim?
You have several ways in which to submit a claim.

Standard mail or hand deliver to:
Department of Enterprise Services
Office of Risk Management
1500 Jefferson Street SE
PO Box 41466
Olympia, WA 98504

E-mail it to claims@des.wa.gov

Or fax it to (360) 407-8022

Contact information, the standard tort claim and additional information can be found on our website.

After I file a claim, how long does it take to resolve it?
The time necessary to resolve a claim varies depending on the amount of investigation required. You can help speed up the process by including all relevant information and documents when your claim is first submitted. This includes any repair estimates, photos, or receipts for expenses related to the incident.

What if I have a question about filing a claim?
Office of Risk Management Customer Service is available Monday through Friday from 8 a.m. to 5 p.m. at (360) 407-9199.

If assistance is required outside of these hours, you can call the Customer Service line and leave a voice message and telephone number. Your voice message will receive a response the following business day. ORM cannot give you legal advice about your claim or allegations.