TAO – Stolen Vehicles FAQ

1. **Who is eligible to have their towing and storage costs reimbursed or billed directly to the City of New Orleans?**
   Anyone whose vehicle was <u>stolen and recovered within Orleans Parish</u> since <u>August 1, 2017</u>. Only <u>out-of-pocket expenses</u> are eligible, not costs associated with insurance premiums, coverage, or damage to vehicle.

2. **What happens when a stolen vehicle is recovered in Orleans Parish and towed via NOPD by a commercial tow company?**
   The owner of the vehicle will be able to retrieve their vehicle and the tow company will bill the City of New Orleans for costs associated with the vehicles towing and storage, for up to 90 days.

3. **What documentation must vehicle owners present to tow companies in order to retrieve their vehicle?**
   Vehicle owners must provide valid proof of identification that matches the name of the vehicle owner listed in the electronic police report or Form 39. <u>Vehicle owners are not required to furnish a police report in order to retrieve their vehicle.</u>

4. **How will TAO companies bill the City of New Orleans?**
   If a vehicle owner retrieves their vehicle and provides <u>proper identification</u> that matches the name on a <u>corresponding Form 39 or police report showing that their vehicle was stolen and recovered by NOPD</u>, their vehicle will be released to them and the invoice for their tow and storage will be billed by the tow company to the City of New Orleans for up to 90 days of storage.

5. **What if someone already paid out-of-pocket costs OR their stolen vehicle was towed by a company not contracted with NOPD?**
   Eligible individuals may apply for reimbursement at https://nola.gov/nopd/towed-stolen-vehicle-reimbursement/. Contact towingreimbursements@nola.gov for questions about recovered vehicle towing reimbursements.

6. **How long will reimbursements applications take to be processed?**
   Reimbursement applications take 30-90 days to be processed. Applicants will be contacted as soon as possible about whether their application was accepted.