

WHAT TO DO IN CASE OF A CLAIM
Auto

Please call: Your Insurance company

24 hrs / 365 days **CLAIM HOTLINE:**

CLAIMS REPORTING 24/7

Call toll-free: 01 (800) 800-2880 or 01 (800) 288-6700 Dialing from a foreign cell phone: +52 (55) 5258-2880

ROADSIDE ASSISTANCE 24/7

Call toll-free: 01 (800) 253-0553
Dialing from a foreign cell phone: +52 (55) 3300-4534

* From a Mexican Province, please contact the Company by telephone, and the closest adjuster will be dispatched to your location.

* When you report the accident or theft to the Company, please give them the exact place where you are, the description of the automobile, etc.

* Please do not leave the automobile, unless it is strictly necessary.

* Please do not assume any responsibility or make any deal with the third parties.

* When the adjuster arrives, please show him your insurance policy, your driver's license, etc.

* Please get and keep the adjusters name, phone number and business card.

* Please complete the accident declaration that forms part of the adjusters report. Please keep a copy of this report for your records..

* Please help the adjuster with all required information he needs so that a fair transaction can be made.

* In case of theft please file a police report. Please ask for and keep a copy of this report.

* In case needed the adjuster will provide you with the following services:

1. The adjuster will send you a tow truck for your automobile or the third party's.
2. The adjuster will assign you an auto repair garage.
3. The adjuster will assign you a medical pass to the hospital.

The adjuster will collect for you a lawyer for legal assistance.