



Rental Car Damage Claims Guide

American Express Credit Card Insurance

Follow these steps to ensure SIXT can bill American Express directly for your rental car damage

1. REPORT THE ACCIDENT

Call American Express at 1-800-297-2639 or file a claim online at americanexpress.com/benefit-inquiries

2. PROVIDE ALL RELEVANT INFORMATION AND DOCUMENTS

Include your rental agreement documentation, fact of loss details, and police report information you have.

3. SUBMIT YOUR CLAIM

You can submit your claim by:

- Logging into your account online
- Using the American Express mobile app
- Calling the benefits center at 1-800-297-2639

4. FOLLOW UP WITH AMERICAN EXPRESS

An American Express representative will review your coverage and guide you through the next steps. Ensure you receive your:

- **Policy declaration page**
- **American Express claim number**
- **Name and email address of the adjuster**

5. CRITICAL : NOTIFY SIXT

Once you have your American Express claim number, contact SIXT's Customer Claims Department. Be sure to reference your SIXT damage number in the subject line of your communication

Required Information for SIXT

American Express claim reference number	Your policy number and coverage certificate
Claims adjuster name and email address	SIXT damage reference number

IMPORTANT NOTICE

Without your American Express claim details, SIXT cannot bill your insurance directly.

This may result in you having to pay damages upfront and seek reimbursement from AMEX independently.