



# 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](http://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.