



# Rental Car Damage Claims Guide

## Capital One Credit Card Insurance

*Follow these steps to ensure SIXT can bill Capital One directly for your rental car damage*

### 1. REPORT THE ACCIDENT

For Mastercard holders: Call 1-800-627-8372 or file a claim online at [priceless.com/capitalone](http://priceless.com/capitalone)

For VISA holders: Call 1-800-825-4062 or file a claim online at [cardbenefitservices.com](http://cardbenefitservices.com)

### 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 (website varies by card type)
- Using the Capital One mobile app
- Calling the benefits center at the appropriate number for your card type

### 4. FOLLOW UP WITH CAPITAL ONE

A Capital One representative will review your coverage and guide you through the next steps. Ensure you receive:

- Policy declaration page
- Capital One claim number
- Name and email address of the adjuster

### 5. CRITICAL: NOTIFY SIXT

Once you have your Capital One 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

Capital One claim reference number	Your policy number and coverage certificate
Claims adjuster name and email address	SIXT damage reference number

#### **⚠️ IMPORTANT NOTICE**

**Without your Capital One claim details, SIXT cannot bill your insurance directly.**

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