



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

For VISA holders: Call 1-800-825-4062 or file a claim online at 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.