



# Rental Car Damage Claims Guide

## Card Benefit Services Credit Card Insurance

*Follow these steps to ensure SIXT can bill Card Benefit Services directly for your rental car damage*

### 1. REPORT THE ACCIDENT

Call Card Benefit Services at 1-800-882-8057 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:

- Filing online at [cardbenefitservices.com](http://cardbenefitservices.com)
- Calling the claims center at 1-800-882-8057 (available 24/7)
- Emailing [bsg@eclaimbenefits.com](mailto:bsg@eclaimbenefits.com)

### 4. FOLLOW UP WITH CARD BENEFIT SERVICES

A Card Benefit Services representative will review your coverage and guide you through the next steps. Ensure you receive:

- Policy declaration page
- Card Benefit Services claim number
- Name and email address of the adjuster

### 5. CRITICAL: NOTIFY SIXT

Once you have your Card Benefit Services 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

Card Benefit Services claim reference number	Your policy number and coverage certificate
Claims adjuster name and email address	SIXT damage reference number

#### **⚠️ IMPORTANT NOTICE**

**Without your Card Benefit Services claim details, SIXT cannot bill your insurance directly.**

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