



# Rental Car Damage Claims Guide

## Chase Credit Card Insurance

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

### 1. REPORT THE ACCIDENT

Call Chase at 1-800-350-1362 or file a claim online at [chasecardbenefits.com](http://chasecardbenefits.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:

- Login into your account online [chasecardbenefits.com](http://chasecardbenefits.com)
- Using the Chase mobile app
- Calling the benefits center at 1-800-350-1362

### 4. FOLLOW UP WITH CHASE

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

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

### 5. CRITICAL: NOTIFY SIXT

Once you have your Chase 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

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

#### **⚠️ IMPORTANT NOTICE**

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

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