



Rental Car Damage Claims Guide

Mastercard Card Insurance

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

1. REPORT THE ACCIDENT

Call Mastercard at 1-800-MASTERCARD (1-800-627-8372) or visit mycardbenefits.com to file a claim

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:

- Visiting mycardbenefits.com and selecting your preferred language
- Calling the Mastercard Assistance Center at 1-800-627-8372
- Requesting a claim form through the phone number above

4. FOLLOW UP WITH MASTERCARD

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

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

5. CRITICAL : NOTIFY SIXT

Once you have your Mastercard 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

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

⚠️ IMPORTANT NOTICE

Without your Mastercard claim details, SIXT cannot bill your insurance directly.

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