



# Rental Car Damage Claims Guide

## United Card Insurance

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

### 1. REPORT THE ACCIDENT

Call United Benefits Administrator at 1-800-880-5844 (US) or 1-804-281-5768 (outside US) or file a claim online at [nerdwallet.com](https://nerdwallet.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:

- Calling the benefits administrator at 1-800-880-5844
- Filing online through the benefits administrator website
- Using the Chase mobile app (as United cards are issued by Chase)

### 4. FOLLOW UP WITH UNITED

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

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

### 5. CRITICAL : NOTIFY SIXT

Once you have your United 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

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

### IMPORTANT NOTICE

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

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