



Rental Car Damage Claims Guide

USAA Insurance

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

1. REPORT THE ACCIDENT

Call USAA at 800-531-USAA (800-531-8722) or file a claim online at usaa.com or through the USAA Mobile App

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 usaa.com
- Using the USAA Mobile App
- Calling the claims center at 800-531-USAA (800-531-8722) (available 24/7)

4. FOLLOW UP WITH USAA

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

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

5. CRITICAL: NOTIFY SIXT

Once you have your USAA 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

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

⚠️ IMPORTANT NOTICE

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

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