



Rental Car Damage Claims Guide

AAA Insurance

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

1. REPORT THE ACCIDENT

Call AAA at 1-800-672-5264 or file a claim online at ace.aaa.com or through the AAA 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 ace.aaa.com/insurance/claims
- Using the AAA Mobile App
- Calling the claims center at 1-800-672-5264 (available 24/7)

4. FOLLOW UP WITH AAA

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

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

5. CRITICAL: NOTIFY SIXT

Once you have your AAA 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

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

⚠️ IMPORTANT NOTICE

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

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