



# 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](http://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](http://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.