



Rental Car Damage Claims Guide

AIG Travel Guard Partner Insurance

Follow these steps to ensure SIXT can bill AIG Travel Guard directly for your rental car damage

1. REPORT THE ACCIDENT

Call AIG at 1-800-826-5248 or file a claim online at claims.travelguard.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:

- Filing online at claims.travelguard.com
- Calling customer service at 1-800-826-5248
- Emailing required documents to claimsdoc@travelguard.com with your claim number in the subject line

4. FOLLOW UP WITH AIG TRAVEL GUARD

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

- Policy declaration page
- AIG Travel Guard claim number
- Name and email address of the adjuster

5. CRITICAL: NOTIFY SIXT

Once you have your AIG Travel Guard 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

AIG Travel Guard claim reference number	Your policy number and coverage certificate
Claims adjuster name and email address	SIXT damage reference number

⚠️ IMPORTANT NOTICE

Without your AIG Travel Guard claim details, SIXT cannot bill your insurance directly.

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