



# Rental Car Damage Claims Guide

## Booking.com Partner Insurance

*Follow these steps to ensure SIXT can bill Booking.com directly for your rental car damage*

### 1. REPORT THE ACCIDENT

Call Booking.com at 1-888-850-3958 or file a claim through booking.com account under “My Bookings”.

### 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:

- Logging into your Booking.com account online
- Using the Booking.com mobile app
- Calling customer service at 1-888-850-3958

### 4. FOLLOW UP WITH BOOKING.COM

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

- Policy declaration page or coverage certificate
- Booking.com claim number
- Name and email address of the adjuster

### 5. FOLLOW UP WITH BOOKING.COM

Once you have your Booking.com 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

Booking.com claim reference number	Your policy number and coverage certificate
Claims adjuster name and email address	SIXT damage reference number

### **⚠️ IMPORTANT NOTICE**

Without your Booking.com claim details, SIXT cannot bill your insurance directly.

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