



Rental Car Damage Claims Guide

Generali Partner Insurance

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

1. REPORT THE ACCIDENT

Call Generali at 1-800-308-9998 or file a claim online at generalitravelinsurance.com under "File a Claim"

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 generalitravelinsurance.com
- Calling customer service at 1-800-308-9998
- Emailing required documents as instructed by Generali

4. FOLLOW UP WITH GENERALI

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

- **Policy declaration page or coverage certificate**
- **Generali claim number**
- **Name and email address of the adjuster**

5. CRITICAL : NOTIFY SIXT

Once you have your Generali 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

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

⚠ IMPORTANT NOTICE

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

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