

CLAIMS -QUICK REFERENCE GUIDE

TOURIST AUTOMOBILE

What to do in case of an accident or loss?

EVERY CLAIM MUST BE REPORTED BEFORE EXITING MEXICO AND RETURNING TO THE UNITED STATES.

To request assistance while in Mexico, please CALL:

Accident Report:

CALLING FROM MEXICO: 800 801 0117

CALLING FROM ANY US PHONE LINE: +52 81 8864 9322

Roadside Assistance:

CALLING FROM MEXICO: 800 767 4357

CALLING FROM ANY US PHONE LINE: +52 55 4195 5348

For Claims Follow-ups:

CALLING FROM MEXICO: 81 8122 2214

CALLING FROM ANY USA: 844 804 9288

24 HOURS A DAY, 365 DAYS OF THE YEAR.








You'll be required to furnish the following information:

1. Policy No.

2. Driver's name.

3. Vehicle description.

In the event of an ACCIDENT

	Remain calm, if you are not out of harm's way, and remain on site, if the authorities from the actual site remove the vehicle, notify the insurance company immediately.
	Should there be a need for medical assistance to attend to the loss or if the physical damage is considerable, please request the assistance of the official authorities.
	Regardless of liability, do not accept or grant any kind of settlements with third parties nor with the official authorities, and allow CHUBB to assist you in these regards.
	Assist the official authorities in all requested information they may require and request a copy of the official report of the loss, which must be furnished to the insurance company's representative.
	Do not leave your vehicle unattended because not all policies cover partial theft.
	CHUBB representative will ask you for the following documentation : <ul style="list-style-type: none">• Original Policy.• Valid driver's license• Valid official ID (passport/driving license).
	You'll be required to fill out a claim survey; CHUBB's representative will assist you with the whole procedure.

In case of total theft: report immediately to the official authorities and cooperate with the insurance company in order to recover the vehicle.

THANK YOU FOR YOUR PREFERENCE. CHUBB SEGUROS MEXICO, S.A.