

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:

Within MEXICO: 800 288 6911

Within USA 866 602 5550

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 Zurich 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.
	The Zurich 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; Zurich'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. Zurich Aseguradora Mexicana S.A. de C.V