



## WHAT TO DO IN CASE OF AN ACCIDENT

**All claims must be reported while still in Mexico to Mapfre, and must be initially evaluated by the Mexican insurer before leaving Mexico.**

1. We advise you to keep calm and not to leave the scene of the accident.
2. Don't make any personal agreements and don't sign any papers unless your adjuster or insurance company representative is with you. Don't accept responsibility. Let the insurance company take care of your claim.
3. The Service Centers operating 24/7. **Claims may be declined if they are not reported in Mexico. Call the following Mexican Telephone Numbers for Claims Only (Please specify that it is a Tourist Policy):**

**800-026-6358, 800-026-6551 or (55)5950-2108**

**IMPORTANT: If call does not go through from your mobile, call from a Mexican landline telephone OR calling international long distance on your mobile by dialing 01152(55)5950-2108. Call police if help is necessary!**

4. Obtain from the cabin operator your REPORT number. With this number will we be able to assist you in attending your claim.

## ADDITIONAL TOURIST AUTO CLAIMS PROCEDURES

### DOCUMENTS AND PROCEDURES TO EXPECT FROM THE ADJUSTER

- The Accident Report, which is completed and signed first by the insured and then by the adjuster.
- The Admissions Voucher (for use at the auto repair shop), and in which the damages caused by the accident are described. Both the adjuster and the insured must sign this document and the Original voucher is retained by the insured. (There is no voucher if the claim is for theft or liability only).
- The adjuster should take Pictures and should obtain a carbon copy of the Vehicle Identification Number (unless the claim is for theft).
- If the insured is required to present himself/herself at the Transit Police Station, the adjuster should accompany him/her.
- The adjuster should schedule a meeting for the insured at the Insurer's valuation centers or approved auto repair shop for damage assessment.

### DUTIES OF THE INSURED

- Provide the adjuster with all the information and details concerning the accident and write out a brief summary in the Accident Report.
- The adjuster will advise if it is necessary for the Insured to go to the Transit Police Station and/or release the vehicle (if impounded). If Transit Police determines that the insured is not to blame, it may be necessary to file a claim with the "Ministerio Público".
- Present all the Documentation requested by the adjuster, depending on the type of claim. (E.g. policy, license, title, registration, temporary import permit, proof of US residence, etc.)
- Go to the damage assessment meeting at the insured's authorized shops list will repair the vehicle.
- If necessary, pay the corresponding Deductible. The adjuster will advise the insured where and to whom the payment should be made. (Get a receipt!).

**Note** - Depending on the type of accident / claim, these procedures may vary.

## IMPORTANT NOTES

Keep your insurance policy at hand at all times. It is your obligation to present your claim with the insurance company and/or the Mexican authorities. Obtain your report number from the 800-cabin operator and a claims report from the adjuster and/or the authorities before returning to the United States. Failure to comply with the above may result in denial of your claim.

**Evaluations will be made in Mexico not in the USA unless otherwise authorized in writing by the insurance company.**

## CLAIMS FOLLOW UP

To follow up and/or if you have any questions regarding your claim or repair of your vehicle, please contact the Tourist Automobile Claims central office:

**If the vehicle is being repaired in the USA, call USA phones: (866) 351-2548 or (480) 553-6942**

**If the vehicle is being repaired in Mexico:**

- **Call from USA 866-344-4911 ext.7452**
- **Call from Mexico 800-837-3922 or (55) 5230-7000 ext. 7452**

Upon your return to the United States you may call us with your complaints, comments and suggestions: Telephone: (972) 717-4959