



## WHAT TO DO IN CASE OF AN ACCIDENT

# Don't forget that all claims must be reported and initially evaluated 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. We have Service Centers operating 24 hours.

With your policy at hand, immediately call:

**For Claims: 01 (800) 026-5110 or  
01(55)5227-9000 (Option 1, then 1 again) or  
01-800-400-9000 (Option 1, then 1 again)  
24 Hours - 365 Days**

4. Obtain from the 800-cabin operator your REPORT number. With this number will we be able to assist you in attending your claim.

## IMPORTANT ADVISE

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.

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

**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 in:

Calling from USA:

Telephone: 1 (888) 823-4745

Calling from Mexico:

Telephone: 01 (800) 026-5110 or 01 (686) 564 7362

Upon your return to the United States you may call us with your complaints, comments and suggestions:

Telephone: 1 (972) 717-4959

## 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.