



C.A License # 0645420

Claim Reporting Information

What to do in case of an Accident or Theft

Immediately call the **Claim Hotline: 01 800 00 49600**

This is a Mexican toll free number to be called from Mexico at the time of the accident or theft. **Please call from a Mexican Land Line or a Mexican Cell Phone only.** Operators are available **24 hours a day / 365 days a year.** The operators will dispatch the closest, available adjuster.

- ❖ When reporting the accident or theft, please be as specific and detail oriented as possible. Give your exact location, description of the automobile, etc.
- ❖ Do **not** leave the automobile, unless it is strictly necessary.
- ❖ Do **not** assume any responsibility or make any deal with the third party.
- ❖ When the adjuster arrives, present your insurance certificate, driver's license, etc.
- ❖ Be sure to keep a business card from the adjuster so that you have his/her name, location and contact information.
- ❖ Please fill out the accident declaration with the adjuster, or on line at: **<http://www.mexicanautoinsurance.com/autoloss.html>**
- ❖ Please help the adjuster with all required information he/she needs so that a fair transaction can be made.
- ❖ In case of theft, file a police report.

If necessary, the adjuster will help provide you with the following services:

- ❖ Auto Repair Garage Recommendation
- ❖ Medical Pass to the Hospital
- ❖ Lawyer Recommendation and/or assignment for legal assistance

If you need further assistance or follow up **after** you have filed your claim, as described above, please contact a claim manager at Qualitas:

Claudia Hernandez: **Tijuana_Turistas2@Qualitas.com.mx**

Ramon Verdugo: **Tijuana_Turistas@Qualitas.com.mx**

Phone: 011 52 (6646) 34 27 81 or 011 52 (6646) 34 14 46

FAX: 011 52 (6646) 34 68 72