

MEXICAN AUTO INSURANCE

Lewis and Lewis



Qualitas Claim Reporting and Hotlines

From a Mexican Land Line or Mexican Cell Phone, Call:

01 (800) 800-2880 * 01 (800) 288-6700 * 01 800 004-9600

In Mexico from a Cell Phone with International Service, Call:

(55) 5258 2880

A requirement is to immediately **call** any of the Mexican toll free numbers above. **Qualitas** must be called from Mexico. For the toll free hotlines to work you must 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.

1. Give your exact location, and the description of your vehicle, to the Qualitas Dispatcher.
2. Do not leave your vehicle, unless it is absolutely necessary.
3. Do not assume any responsibility, whether expressed or implied, to a third party as doing so may give the impression that you are assuming fault for the accident.
4. When your adjuster arrives, present your insurance policy, driver's license, vehicle registrations, and a brief account of the accident to your Adjuster.
5. When reporting the accident or theft to the Adjuster, please provide a specific, complete and detailed account of the incident.
6. Please fill out the accident report with the adjuster and have the adjuster assist in the documentation made by the Police.
7. Be sure to **keep a business card** from the Adjuster, a copy of the **Adjusters Report** so that you have his or her contact information and a copy of the **Police Report** if possible.
8. If for some reason you cannot meet a Qualitas Adjuster right away, please make a preliminary report at our web page: <http://www.mexicanautoinsurance.com/autoloss.html>

Please provide the Adjuster with all required information, including a detail of optional equipment on your vehicle; the odometer reading; a record of mechanical service; and its condition prior to the accident so that an accurate settlement offer can be made the first time. If your vehicle has been involved in a crime, a police report must be filed.

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

- Recommend an Auto Repair Garage. Please note you will need two estimates for the repair of the damage. These estimates can be from any garage of your choosing.
- Provide you with a Medical Pass to the Hospital
- Recommend an Attorney to represent you and initiate the assignment of legal assistance.

If you **need further assistance**, or follow up, after you have filed your claim, the most expedient method is to **contact one of the claim managers at Tijuana Qualitas:**

Victor Rodriguez **Tijuana_Siniestros4@Qualitas.com.mx**

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

Tijuana Qualitas Telephone 011 52 (664) 634-2781

Tijuana Qualitas Telephone 011 52 (664) 634-1446

Tijuana Qualitas Facsimile 011 52 (664) 634-6872



Lewis and Lewis Insurance Agency, Inc.

California Surplus Line Insurance Broker License #0645420

2950 31st Street, Suite 140, Santa Monica, CA 90405

Telephone (310) 399-0800 or (800) 966-6830 * Fax (310) 450-0700

E-mail: Info@MexicanAutoInsurance.com

www.MexicanAutoInsurance.com

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MEXICAN AUTO INSURANCE

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For travel assistance in Mexico call
From a Mexican Land Line or Mexican Cell Phone, Call:
AUSA 01 (800) 262-6911
In Mexico from a Cell Phone with International Service, Call:
(55) 5061 6161

In the event that you contract an illness, suffer an accident or need travel assistance, you must ask AUSA for service so that AUSA can be responsible for organizing and covering the expenses.

The AUSA medical team must be in touch with the doctor assisting you.

The AUSA travel assistance team must authorize and arrange road assistance and vehicle towing. It is necessary that either you or someone representing you go with the tow-truck during the transportation.

AUSA offers these services 24 hours a day, 365 days a year and will provide service only within the Mexican Republic.

SERVICE PROCEDURES AND OBLIGATIONS

Take all the necessary steps or measures to prevent accidents, damages, or dangerous situations so as to reduce further damages. Call the Company to request instructions and proceed as indicated.

Inform the Company about any event requiring the services offered when possible, not exceeding a period of 24 hours after the event occurred, except when you are prevented from doing so by reasons beyond your control.

Provide the necessary information for locating any third person involved and cooperate in the subsequent process including presenting yourself to the relevant authorities, providing if necessary, powers of attorney to AUSA.

Abstain from negotiating agreements or expenses without previously consulting AUSA.

Promptly notify the AUSA lawyers and relevant authorities of any change in your residence or domicile for legal notification.

Be present for the relevant authorities as many times as required or as summoned.



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