



Use **Master Policy number 0910017137** when reporting a claim to the Quálitas claim hotline

**Compañía de Seguros,
S.A. de C.V.**
José María Velasco #2627-301
Zona Rio Tijuana, B.C. México
Mailing Address:
P.O. Box 434355
San Ysidro, CA 92143-4355

MEXICAN AUTO INSURANCE

Quálitas Claim Reporting and Hotlines

From a Mexican Land Line or Mexican Cell Phone, Call:
(800) 800-2880 * (800) 288-6700 * (800) 004-9600

In Mexico from a Cell Phone with International Service, Call: 011 52 (55) 1253 4736

IMMEDIATELY CALL any of the Quálitas Mexican telephone numbers above. Quálitas must be called from Mexico and your claim must be made while the vehicle is in Mexico so that the Quálitas adjuster can make the required physical inspection and report.

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

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

- Recommend an Auto Repair Garage. **Quálitas pays the USA or Canada hourly labor rate if the vehicle is repaired in the USA or Canada respectively.** The Insured selects 2 repair shops and takes the damaged vehicle and/or towed units to the repair shops (not by photo). The 2 estimates are sent to Quálitas for a cash settlement of the claim. Mexican IVA sales tax is the only sales tax Quálitas can pay and only for repairs made in Mexico performed by the network of repair shops that collaborate with Quálitas as these shops issue a fiscal invoice which meets all the formalities that the Mexican tax authority requires.
- The Adjuster provides you with a Medical Pass to the Hospital.
- The Adjuster recommends an Attorney to represent you and initiates 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 Quálitas**:*



Tijuana_Atencion2@Qualitas.com.mx
Tijuana_Turistas@Qualitas.com.mx
Tijuana_Siniestros4@Qualitas.com.mx

Tijuana Quálitas Telephone 011 52 (664) 634-1446
Tijuana Quálitas Telephone 011 52 (664) 634-2781
Tijuana Quálitas Facsimile 011 52 (664) 634-6872

Lewis and Lewis Insurance Agency, Inc.
California Surplus Lines Insurance Broker License #0645420
11900 W. Olympic Boulevard, Suite 475, Los Angeles, CA 90064
Telephone (800) 966-6830 * (310) 207-7700 * Fax (310) 207-7701
E-mail Info@MexicanAutoInsurance.com
<https://www.MexicanAutoInsurance.com>



GRUPO AUSA
Compañía de Seguros,
S.A. de C.V.

Tonalá 136, Col.
Roma, Delegación
Cuauhtémoc
México, D.F. C.P.06700

MEXICAN AUTO INSURANCE

GRUPO AUSA Claim Reporting and Hotlines

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

(800) 262-6911

In Mexico from a Cell Phone with International Service, Call: **011 52 (55) 5061 6255**

IMMEDIATELY CALL any of the **GRUPO AUSA** Mexican telephone numbers above. **GRUPO AUSA** must be called from Mexico and your claim must be made while you are in Mexico so that the GRUPO AUSA adjuster may make the report and advance the claim process.

- In the event that you contract an illness, suffer an accident, incur a vehicle breakdown or need travel assistance, you must ask GRUPO AUSA for service so that GRUPO AUSA can be responsible for organizing and covering the expenses.
- The GRUPO AUSA medical team must be in touch with the doctor assisting/attending you.
- The GRUPO 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.
- GRUPO AUSA offers these services 24 hours a day, 365 days a year and will provide service only within the Mexican Republic unless International Medical Evacuation is needed.

SERVICE PROCEDURES AND OBLIGATIONS

- Take all the necessary steps or measures to prevent further injury, accidents, damages or dangerous situations to protect yourself as well as to reduce the loss. Call GRUPO AUSA to request instructions and proceed as directed.
- Inform the GRUPO AUSA about any event requiring their 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 GRUPO AUSA.
- Abstain from negotiating agreements or incurring expenses without previously consulting GRUPO AUSA.
- Promptly notify GRUPO AUSA 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.

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 Mexico City GRUPO AUSA**:

CLAIMS@AUSA.COM.MX

Contact@ausa.com.mx

GRUPO AUSA Telephone (800) 262-6911 or 011 52 (55) 5061 6255

GRUPO AUSA Facsimile (55) 5061-6131



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11900 W. Olympic Boulevard, Suite 475, Los Angeles, CA 90064

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E-mail Info@MexicanAutoInsurance.com

<https://www.MexicanAutoInsurance.com>