

ANA COMPAÑÍA DE SEGUROS S.A. DE C.V

WHAT TO DO IN CASE OF ACCIDENT

**TO REPORT A CLAIM:
01 800 911 9119**

**Call this number for Legal Aid or Automobile Assistance:
01 800 685 6053**

You **MUST** report all claims prior to leaving Mexico and recrossing the border into the USA. Failure to file a claim prior to leaving Mexico may result in the **DENIAL** of your claim.

What to do in case of an accident:

1. Remain calm.
2. It is important taking into account that you are in a foreign country and the laws and traffic regulations are different from those in the United States of America or Canada.
3. Do not leave the scene of the accident unless it is unsafe.
4. Take all precautions advisable in order to prevent further damages.
5. You will be asked to provide:
 - a) Policy Number,
 - b) Name of the Insured and/or the driver,
 - c) Vehicle identification: year, make, model, type, color and license plate, VIN number,
 - d) Place or address where the accident occurred.
6. Do not leave the vehicle unattended since the insurance policy does not cover partial theft or parts.
7. If the vehicle is moved from the scene of the accident, you must inform the insurance company of the new location.
8. When the adjuster arrives, you will be asked to give the following documents:
 - a) Insurance Policy,
 - b) A valid driver's license.
9. You will be asked to complete an accident report. Please do so since failure to do that may result in rejection of the claim.
10. Do not make personal agreements and do not sign any documents without the presence of a Representative of the Company.
11. Do not give any document to anyone without consulting with our representative, if you have no other choice, keep copies of the documents.
12. Do not offer or give any money to anyone claiming to be in a position to help you.
14. We suggest not to use any mobile phone bought in The United States of America or Canada to report a claim or request Assistance.
15. Our Adjuster's job is to help you in case of accident, your cooperation is important.

Thank you for choosing ANA Seguros

We are committed to providing you with the best possible service.

Upon your return to the US and after the claim has been reported to the Company, you can get the status of your claim by contacting 1.888.335.7072.

Mexico City: Elifelihu Torres (55) 5322 8278 elitm@anaseguros.com.mx
Tijuana: Mario Plascencia (888) 213 7921 mariodp@anaseguros.com.mx