

## **IN CASE OF AN ACCIDENT:**

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

1. Please remain calm.
2. Do not leave the scene of the accident.
3. Call El Aguila Seguros toll free number:
  - In case of an accident or theft - in Mexico call: **800-890-9049**
  - In case of a flat tire, towing, fuel etc - in Mexico call: **800-624-6491**
  - These toll-free claims numbers are only valid within Mexico and must be called from a Mexico phone (OR a foreign cell phone that is roaming on Mexico cell service, they will not work from VOIP phone (i.e. Skype) or from any phone outside of the Republic of Mexico).
4. You will be asked to provide:
  - Insurance Certificate Number
  - Name of the insured and the driver
  - Place and address where the accident occurred
  - Vehicle identification: year, make, model, type, and color
5. When the adjuster arrives, you will be asked for the following documents:
  - Insurance Certificate
  - A valid driver's license
6. You will be asked to complete an accident report.

## **Recommendations:**

1. Do not make any arrangement with the third parties, leave this part to El Aguila Seguros' adjuster.
2. If the vehicle is moved from the scene of the accident, you must inform the insurance company of the new location.
3. Do not leave the vehicle unattended since the insurance policy does not cover partial theft of parts, unless you have purchased the "plus package option".

## **Review the status of your claim from the USA:**

You can check the status of your claim after 844-227-2662 to the USA or Canada by calling our toll-free number 844-227-2662 or this direct number to Mexico 011-52-555-169-3996, ask for Oscar Reynoso OR you can send an email to [turistaclaims@elaguila.com.mx](mailto:turistaclaims@elaguila.com.mx)