

# Grupo Nacional Provincial

## WHAT TO DO IN CASE OF CLAIM/ACCIDENT/VEHICLE THEFT

All claims **must** be reported at the toll free number within Mexico.

Call this number for Accident, Theft, or Legal Aid, provided by GNP:  
800 026 5110

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.

- 1} Remain calm.
- 2} Do not leave the scene.
- 3} Call the 800 026 5110. You will be asked to provide:
  - a} Policy number
  - b} Name of the insured and the driver
  - c} Vehicle Identification: year, make, model, type, color and license plate
  - d} Place and address where the accident occurred
- 4} Do not leave the vehicle unattended since the insurance policy does not cover partial theft of parts.
- 5} If the vehicle is moved from the scene of the accident, you must inform the insurance company of the new location.
- 6} When the adjuster arrives, you will be asked for the following documents:
  - a} Insurance policy
  - b} A valid driver's license
- 7} You will be asked to complete an accident report. Please do so since failure to do that may result in rejection of the claim.

**Thank you for choosing Grupo Nacional Provincial (GNP)**

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

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 Noe Dominguez at:

siniestros.turistas@gnp.com.mx  
888 823 4745 toll free from the US  
011 52 686 566 7805 fax in Mexico  
011 52 664 635 7000 Direct Line in Mexico