



AAA Insurance realizes that at one time or another, everyone has those moments just after they hang up the phone and suddenly think, "Oops! I forgot to ask them something!". This document is designed to answer frequently asked questions regarding your claim that may not have occurred to you during our recent conversation.

We're committed to delivering high-quality customer service by making your claim process smooth and hassle free — so you can get your vehicle repaired as soon as possible.

WHAT ABOUT MY DEDUCTIBLE?

If your policy has a deductible that applies to this claim, you will be responsible for this portion of the loss.

CAN I GET A RENTAL CAR?

Yes, if you purchased Car Rental coverage and your vehicle is not drivable, your coverage begins immediately. If the vehicle is drivable, coverage begins once the actual repairs to your vehicle begin.

WHERE SHOULD I TAKE MY VEHICLE FOR REPAIRS?

This is always your choice; however, AAA Insurance offers a network of qualified collision repair facilities.

DO THE REPAIRS COME WITH A WARRANTY

If you have your vehicle repaired at one of the network of qualified collision repair facilities, the work comes with a lifetime warranty from AAA Insurance for as long as you own the vehicle.*



WHAT IF I WANT TO TAKE MY VEHICLE SOMEWHERE OTHER THAN AN AAA INSURANCE NETWORK COLLISION REPAIR FACILITY?

No problem. Let us know where you would like the vehicle to be repaired and we will arrange an inspection.

MY VEHICLE WAS STOLEN. WHAT'S NEXT?

A Claim Representative will be in touch with you as soon as possible. Before they contact you, we ask that you please locate the following:

- Original vehicle title
- Any associated lien releases
- All sets of vehicle keys
- The police report number and name and phone number of the officer to whom you reported the theft
- Receipts for any non-original equipment or property in your vehicle at the time of the theft
- In the event your vehicle is recovered, please obtain the name and current location of the vehicle

MY VEHICLE WAS A TOTAL LOSS. WHAT DO I DO NOW?

If your vehicle is deemed a Total Loss, the assigned Claim Representative will explain the settlement process to you and how we determine the vehicle's current market value.

We also ask that you please locate the following:

- Original vehicle title
- Any associated lien releases
- All sets of vehicle keys
- Receipts for any non-original equipment or repairs that you feel may have a bearing on value of your vehicle

You may also make arrangements to remove your personal items from your vehicle.

WHO SHOULD I CALL WITH ANY ADDITIONAL QUESTIONS?

Contact your assigned handling Claim Representative or the toll-free number listed on the back of your proof of insurance.

To report fraud, call the AAA Fraud Hotline 8 a.m. - 6 p.m. Monday - Saturday E.S.T. at **888.FRAUD.83 (888.372.8383)**.

Insurance underwritten by one of the following companies: Auto Club Insurance Association, MemberSelect Insurance Company, Auto Club Group Insurance Company, Auto Club Property-Casualty Insurance Company, Auto Club South Insurance Company, Auto Club Insurance Company of Florida, or non-affiliated insurance companies.