

A breakdown? Follow this simple fast and efficient procedure.

First check the validity of your insurance policy.

A breakdown in Germany?

Take your car to a local repair shop. If your car needs to be towed, call:
+49 (0)69 25 61 52 28
(24 hour service, including Sundays and weekends)



Before carrying out any repairs the repair shop will fill out the claim form and fax it to NSA.
Tel : +49 (0)69 25 61 52 00
Fax : +49 (0)69 25 61 51 14



The same day NSA will provide an approval number covering the repair costs.



The vehicle is repaired.



The repair shop sends the invoice for the agreed amount to NSA.



The invoice is paid within 30 days.

A breakdown outside Germany (Europe)?

In all cases first call
+41 (0)848 801 803
(24 hour service, including Sundays and weekends)



The next steps will be explained by our operator, either on-site or in a repair shop



Before carrying out any repairs the repair shop will fill out the claim form and fax it to NSA.
Fax : +41 (0)848 (0)848 809



The same day NSA will provide an approval number covering the repair costs.



The vehicle is repaired.



The repair shop sends the invoice for the agreed amount to NSA.



The invoice is paid within 30 days.

The following documents must be included with the claim form :

- Copy of vehicle registration document
- Copy of the service history
- If required, photos of the damaged parts

The following information must be provided to the breakdown service :

- Beneficiary's full name
- Vehicle number plates
- Vehicle make and model
- Guarantee policy number
- Phone number



Do not make any repairs before receiving an authorisation number from NSA.