

PROCEED IN CASE OF DAMAGE

A breakdown? Follow this simple fast and efficient procedure.

First check the validity of your insurance policy.

A breakdown?

Go to the nearest workshop. If your vehicle needs to be towed, call our 24-hour emergency number (including Sundays and public holidays):

Switzerland: 0848 801 803 European Union: +41 (0) 848 801 803

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The workshop fills out the damage report and sends it to the NSA Garantie:

technik@nsagarantie.com

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The claims department will now check the submitted documents. In the event of coverage, approval to cover the repair costs will be communicated to the repair workshop within one day.

In the event of a breakdown abroad, we will assess the return of the vehicle to the policyholder's home country if it cannot be repaired within 48 hours.

Any possible repatriation will only be initiated by us.

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The vehicle is repaired.

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

invoice@nsagarantie.com

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The invoice is paid within 30 days.

The following documents must be included with the claim form:

- Cost estimate
- · 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
- · Guarantee policy number
- Vehicle number plates
- Vehicle make and model, current mileage
- Phone number, Mail



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