

Important information in the event of a claim

In the event of a claim, you will find the required contact information and some guidelines on how to report the claim here.

Kontaktinformationen	Collective insurance contract of ViveLaCar
<p><u>Insurance company</u> Allianz Suisse Insurance Company Ltd P.O. Box CH-8010 Zurich</p> <p><u>Policyholder</u> ViveLaCar Swiss AG Bösch 67 6331 Hünenberg</p> <p><u>Claims Centre contact</u> Tiziana Tobler Phone 058 358 31 48 vivelacar@allianz-suisse.ch</p>	<p><u>Insurance cover</u></p> <ul style="list-style-type: none"> ✓ Third-party liability (deductible as stated in insurance confirmation) ✓ Fully comprehensive (deductible as stated in insurance confirmation) ✓ Gross negligence waiver <p><u>Scope</u> Europe and the countries bordering the Mediterranean (pursuant to the General Terms and Conditions (GTC) of Allianz)</p> <p><u>Commencement of insurance</u> Handover of the vehicle from the owner (lessor) to the lessee</p> <p><u>Expiry of insurance</u> Return of the vehicle by the lessee to the owner (lessor)</p>

What to do in the event of a claim or a breakdown

<p>1. What type of claim is it?</p>	<ul style="list-style-type: none"> ➤ Breakdowns (no accidents) Breakdown assistance is not a part of this insurance policy. In the event of a breakdown, please report to the breakdown assistance of the lessor ➤ Claims (accidents) involving third parties Please fill in the European accident protocol if third parties are involved in the claim. The protocol is generally stored together with the vehicle papers. ➤ Claims (accidents) involving the hired vehicle (fully comprehensive cover) or/and a third-party vehicle/property (liability claims) Please report the claim by e-mail to Allianz Suisse: vivelacar@allianz-suisse.ch - The license plate - See point 2 for details of the documents required
<p>2. What information do you need to keep on hand?</p>	<p>Allianz Suisse requires the following documents in the event of a claim:</p> <ul style="list-style-type: none"> • Completed claims notification for motor vehicle insurance • Copy of the vehicle registration papers and the driver's driving license • Handover report and if already available the return report • European accident protocol for claims involving third parties
<p>3. What do you need to do after reporting the claim?</p>	<ul style="list-style-type: none"> • Make a note of the Allianz Suisse claims number • Inform BMW-Abo or Mini-Abo and thus ViveLaCar as the Service-Provider of the claim • Further information will be provided by the Allianz Suisse claims department