

Daniela, We need your help!! Reference: 3F6Z-20NY-INS

claims@rentalcover.com <claims@rentalcover.com>

Mon 10/5/2020 11:24 AM

To: ebook.com Ramirez <dani_ramirez_487@hotmail.com>



RENTALCOVER.COM

Hi Daniela,

Thank you for making a claim. Please accept this as confirmation that we have received your claim. As you know we have started working on your claim. We unfortunately haven't received all the documents or couldn't open/read them - please reply to this email with the below documents and we will proceed with your claim.

Could you please send us the documents below? (please send through images/PDFs in medium-high resolution):

- **Bank statement/s that clearly show these transactions:**
 - The final amount paid to the rental company;
 - Any refund received (this is common if the full excess was deducted initially and the final damage cost was less than the excess that you paid).

We need this to verify that the payment has been made. Please send us the bank statement.

- **Police reports or written statements.**

We need this as evidence for your claim. Please send us the incident report that was filled out with the rental company at the time of the damage return

- **All correspondence from the rental company.**

- **A formal damage estimate from the service provider who repaired the damages.**

We need this to make sure the amount for damage on the final receipt correlates with the amount on the damage estimate. The damage estimate should include yet not be limited to detailed vehicle information, cost of the parts in the repair, the part numbers for the

parts used, labor costs, paint costs, amount of repair days, name & license information of the appraiser who created the document.

How is your claim tracking?

We want to process your claim as fast as possible! Here's a progress update:

- **Step 1** is claim submission. **This step is complete.**
- **Step 2** is where we request any clarification or further documents, and where we notify you of the final outcome of your claim. **This step is in progress.**
- **Step 3** is where we pay your claim and let you know if there are issues.
- **Step 4** is required if there is anything outstanding after Step 2 and 3.

Need help?

Please visit our [Help Centre](#).

Still have a question?

We aim to complete the entire claim process within 3 days. Please reply if you have a question not covered above, but keep in mind that this might slow down the claims process.



Melissa B.

Customer Success Manager at RentalCover.com.

Paying claims super fast and making customers happy every day!



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