

How to lodge your Car Rental Excess Insurance claim Online

Lodging your car rental excess insurance claim online is easy and can be done in a few simple steps!

- Step 1:** Make sure you have the relevant documentation available – for example your itineraries, booking confirmations or any reports related to your claim
- Step 2:** Provide us with information about you and your trip by answering the questions listed
- Step 3:** Describe the incident leading to your claim in detail – including more detail helps avoid unnecessary delays in the assessment of your claim
- Step 4:** List each of the expenses separately – following the prompts on the site will allow you to do this
- Step 5:** Make sure all of your relevant documentation is saved somewhere accessible and upload all required information – remember if something is missing and we require further details from you, this will impact the time taken to assess your claim
- Step 6:** Provide us with the details of where you would like any approved funds deposited – please note we can't deposit on to credit cards.

<https://claimmanager.co.nz/aga/agreement>

Our team can help by calling **0800 630 117**