

XS SHIELD

Essential Telephone Numbers

Product Information

01795 434000

xsshield@prohire.co.uk

Technical Support

01795 434010

helpdesk@prohire.co.uk

Mon to Fri 8am to 5.30pm

Sat 8am to 12 midday.

For Claims

Customer/policy holder to call directly on

+44 (0) 844 826 6563 or email

halocarhireclaims@chubb.com

XS SHIELD

Claims Guide

Below is a brief guide to the XS SHIELD claims process. For more details please read the full policy document.

- **It is the responsibility of the customer to make a claim for reimbursement**
- All claims must be submitted within 60 days of loss
- Claims below £100 will not be processed
- 3rd party liability is not covered by this product
- You do not need to use a recommended garage
- You do not need a quote from a body-shop for the damage
- If the customer wishes to make a claim, simply charge the amount for the damage incurred to the customer's credit card **(Up to the excess as detailed on the rental agreement).**
- The customer then claims this amount back from the insurance company, less a compulsory **excess as stated on the policy document.**

For (Cars)

- Simply charge the amount for damage incurred to the customer's credit card
- Inform the customer they need to contact Service Insurance on **0844 8266563** or email halocarhireclaims@chubb.com to make a claim
- The customer will be reimbursed for the amount you have taken on their credit card, **minus the excess stated on the policy document.**
- This payment will be made by cheque or into their bank account within 10 – 14 days as long as all the relevant paperwork has been supplied.
(Please request a policy document for a full list of documents required)

For (Vans & Minibuses)

- Simply charge the amount for damage incurred to the customer's credit card
- Inform the customer they need to contact Service Insurance on **0844 8266563** or email halocarhireclaims@chubb.com to make a claim
- The customer will be reimbursed for the amount you have taken on their credit card, **minus the excess stated on the policy document.**
- This payment will be made by cheque or into their bank account within 10 – 14 days as long as all the relevant paperwork has been supplied.
(Please request a policy document for a full list of documents required)