

# CARD BENEFIT SERVICES

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Richmond, VA 23255  
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**This letter can be shared with the rental car company to request some of the documents that will be needed to process the claim. Note that other documents which come from different sources may also be required; please refer to the first two pages in this packet for additional information.**

To Whom It May Concern,

The following documents may be required in order to process a claim. As all claim circumstances vary, the listed documents may already have been provided to the Claimant by the rental car company or may not be applicable for this particular claim. The applicable and necessary documents which must be provided to Card Benefit Services and to the Claimant include:

- A copy of the accident report(s) and/or a copy of the police report(s)
- A copy of the initial auto rental agreement (front and back) and/or a copy of the master rental profile
- A copy of the finalized auto rental agreement (front and back)
- A copy of the demand letter that includes all claimed expenses
- A copy of the itemized estimate of repair or the itemized repair bill (generally referred to as the Cost Matrix for International Rentals)
- Two photographs of the damaged vehicle, if applicable and available
- Salvage invoice, if applicable

Please note that additional documentation may be requested as needed to substantiate the claim.

We appreciate your business and welcome this opportunity to service you.

Thank you,

Card Benefit Services

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Benefit underwritten by Indemnity Insurance Company of North America

For more information on the Provider's (ACE) Privacy Policy, please visit: <http://www.acegroup.com/us-en/assets/ace-privacy-notice-wofn-4-10-13.pdf>