When you purchase AAA Auto or Home Insurance, you can be confident you’re covered by one of the most trusted brands in America. Service is at the heart of AAA. So, whether someone is requesting a quote or making a claim, they can expect a great service experience.

**STEP 1: REPORT THE CLAIM**

Report your claim by calling [insert claims phone number]. At that time, we’ll ask you to provide some basic information:

* Insurance policy number
* Date and time of incident
* Description of what happened
* Location of where the incident occurred
* Auto Damage (for all vehicles damaged)
	+ Vehicle make, model, year, license plate, Vehicle Identification Number (VIN)
	+ Vehicle owner name, driver’s license number, contact information
	+ Description of damage
	+ Location of vehicle
* Property Damage
	+ Address of damaged property
	+ Property owner information (name and contact information)
* Injuries
	+ Injured party information (name and contact information)

You will be assigned to a claims professional who will contact you to begin the process.

**STEP 2: SPEAK WITH A CLAIMS ADJUSTER**

Your claims adjuster will contact you to gather additional information and discuss next steps.

**STEP 3: EVALUATING YOUR CLAIM**

Your adjuster will work with you to complete a full analysis of your claim. We may ask you to provide us with additional information such as photographs and receipts to assist in evaluating your claim and determining what benefits apply. We may also use business partners outside of our company to help us complete this process. This may include independent adjusters, contractors, and specialty experts, among others. You may use the MyPolicy website to upload your claim documents, view your claim status and review claims FAQs. Just go to **cssa-insurance.aaa.com/MyPolicy**.

If you need assistance during the registration process or have any questions regarding MyPolicy, please call our eService team at [insert service phone number].

**STEP 4: YOUR CLAIM SETTLEMENT**

Your adjuster will provide you with settlement appraisal evaluations, if applicable, along with an explanation of any settlement that may be available. An explanation of next steps, if any, will also be provided to you.

**STEP 5: PAYMENT**

Based on your benefits and the type and complexity of your claim, you may receive a one-time payment or multiple payments through the lifecycle of your claim. Payments may also be made to vendors on your behalf. For your convenience, you have the option of receiving your funds through electronic fund transfer to your bank account or a vendor’s account (with your authorization).

If you have any questions at all during the claims process, you are encouraged to reach out to your adjuster. We are here to help you.