

****For cars (Avis or Hertz) rented less than 30 days****

Bank of America Pro-Card – Auto Rental Accident Claim Instructions

PHONE: 800-348-8472 24 HRS A DAY/7 DAYS A WEEK

OUTSIDE THE U.S.: 0-410-581-9994

FAX: 804-673-1166

CLAIM FORM CAN BE ACCESSED ON THE WEB AT WWW.ECLAIMSLINE.COM (WITHIN 45 DAYS)
ONCE YOU RECEIVE THE CLAIM NUMBER CONTACT THE CAR RENTAL AGENCY AND GIVE THEM THE
CLAIM NUMBER AND THEY WILL PROCEED WITH THE PAPERWORK.

AND

**ONCE YOU FILL OUT AND COMPLETE THE CLAIM FORM ON-LINE, SEND A PACKAGE TO THE
PURCHASING DEPARTMENT AS WELL.**

BELOW REQUIRED DOCUMENTATION REQUIRED:

1. INITIAL RENTAL AGREEMENT
2. FINAL RENTAL AGREEMENT (FRONT AND BACK)
3. MONTHLY BILLING STATEMENT (CHARGE RECEIPT) SHOWING RENTAL WAS CHARGED ON CARD.
4. COPY OF ITEMIZED LIST OF REPAIRS
5. ACCIDENT REPORT
6. TWO PHOTOGRAPHS OF DAMAGED VEHICLE, IF APPLICABLE OR AVAILABLE
7. FINAL REPAIR ESTIMATE AND DEMAND LETTER
8. COMPANY LETTERHEAD STATING HE/SHE WAS RENTING VEHICLE FOR BUSINESS PURPOSE (MANAGERS SIGNATURE)
9. POLICE REPORT, IF OBTAINABLE

FAX ALL ABOVE DOCUMENTS TO: 804-673-1166 (BANK OF AMERICA ENHANCEMENT SERVICES)

NOTE: 8 TO 10 WEEKS TO PROCESS THE CLAIM.

***** IMPORTANT NOTE: IF YOU DO NOT SUBMIT YOUR CLAIM WITHIN 45 DAYS YOU ARE
RESPONSIBLE FOR THE REPAIRS *****