

A breakdown? Follow this simple fast and efficient procedure.

First check the validity of your insurance policy.

A breakdown in Germany?
<p>Take your car to a local repair shop. If your car needs to be towed, call: +49 (0)69 25 61 52 28 (24 hour service, including Sundays and weekends)</p> <p style="text-align: center;">↓</p> <p>Before carrying out any repairs the repair shop will fill out the claim form and fax it to NSA. Tel : +49 (0)69 25 61 52 00 Fax : +49 (0)69 25 61 51 14</p> <p style="text-align: center;">↓</p> <p>The same day NSA will provide an approval number covering the repair costs.</p> <p style="text-align: center;">↓</p> <p>The vehicle is repaired.</p> <p style="text-align: center;">↓</p> <p>The repair shop sends the invoice for the agreed amount to NSA.</p> <p style="text-align: center;">↓</p> <p>The invoice is paid within 30 days.</p>

A breakdown outside Germany (Europe)?
<p>In all cases first call +41 (0)848 801 803 (24 hour service, including Sundays and weekends)</p> <p style="text-align: center;">↓</p> <p>The next steps will be explained by our operator, either on-site or in a repair shop</p> <p style="text-align: center;">↓</p> <p>Before carrying out any repairs the repair shop will fill out the claim form and fax it to NSA. Fax : +41 (0)848 (0)848 809</p> <p style="text-align: center;">↓</p> <p>The same day NSA will provide an approval number covering the repair costs.</p> <p style="text-align: center;">↓</p> <p>The vehicle is repaired.</p> <p style="text-align: center;">↓</p> <p>The repair shop sends the invoice for the agreed amount to NSA.</p> <p style="text-align: center;">↓</p> <p>The invoice is paid within 30 days.</p>

The following documents must be included with the claim form :

- Copy of vehicle registration document
- Copy of the service history
- If required, photos of the damaged parts

The following information must be provided to the breakdown service :

- Beneficiary's full name
- Vehicle number plates
- Vehicle make and model
- Guarantee policy number
- Phone number



Do not make any repairs before receiving an authorisation number from NSA.