

Instruction Sheet What to do in case of damage?

1. Reporting the damage

Report damages immediately:

Delvag Luftfahrtversicherungs-AG
Von-Gablenz-Straße 2-6
50679 Köln
Telefon +49 (0)221 8292-235 oder 240
Telefax +49 (0)221 8292-102 oder 257
E-Mail: aviation-claims@delvag.de

2. Damage details

When reporting the damage, give the following information: time, place and type of damage and under which address, telephone and fax no. you may be reached.

3. Photographs of the accident scene

Take several photos of the accident scene and the damages and/or the damaged parts.

4. Wait for further instructions

Wait for instructions from the Delvag damage experts and do not move the damaged aircraft from the accident location until the inspection by our expert (not to confused with the expert of an aviation authority) has taken place (unless it obstructs air traffic or the weather forces its movement).

5. Make the necessary papers available

Make the aircraft documents and the pilot's written accident report available to our expert.

6. Repairs

Do not begin, or assign, repairs before Delvag has made a decision about your choice of the repair workshop.

7. Acknowledgments of guilt

Do not admit fault and pay no bills.

8. Further information

You may find further information about the requirements in case of damage in your insurance contract and the conditions of insurance. Should you have further questions, please contact our damage experts at the address above - they are gladly at your disposal.