

Instruction Sheet

What to do in case of damage?

1. Reporting the damage

Report damage immediately:

Delvag Versicherungs-AG
Venloer Straße 151-153
50672 Koeln, Germany
Phone +49 221 8292-217/-388
Fax +49 221 8292-102
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. or e-mail address 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 (that is not the expert of an aviation authority) has been completed (unless it obstructs air traffic or the weather forces its movement).

5. Make the necessary papers available

Please, have 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 regarding 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 claim experts at the address above - they are gladly at your disposal.