

# CLAIMS (IN-HOUSE)

EXPECT PROMPT,  
COURTEOUS CLAIMS  
SERVICE FROM OUR  
EXPERIENCED TEAM



It is the objective of **Specialty Claims Canada** to provide top-level claims service, to respond quickly to inquiries, and to resolve outstanding claims as soon as practicable, on behalf of Specialty Programs Groups Canada (SPGC) which includes Cansure, i3 Underwriting, and Beacon. Insure companies. SPGC believes that the investment in a Claims management team and the efficiency of scale, combined with the integration of data, knowledge, and training with the underwriting operations will greatly benefit all stakeholders including our broker partners. SPGC is consistently making significant investments in underwriting, facilities, and claims management to under-pin a growth strategy aimed at achieving a sustainable brand identity known for quality, responsiveness, and integrity in the Canadian insurance marketplace. This strategy requires that SPGC take responsibility and accountability for the major functions of an insuring organization, which are underwriting and claims management.



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VISIT OUR FEATURE PAGE | [www.specialtyclaims.ca](http://www.specialtyclaims.ca)  
info@specialtyclaims.ca | 1.877.685.6533

## HIGHLIGHTS OF OUR IN-HOUSE CLAIMS

- Improved focus on cost containment and oversight of claims management expenses.
- A focus on SPGC underwritten business and physical proximity to the Underwriting Department which has improved the quality of communications internally and externally.
- Enhanced cross-functional training opportunities, and a more organic and efficient sharing of high quality information between Specialty Claims Canada personnel and SPGC Underwriters.
- Higher integration of information systems that allow the SPGC underwriters to review detailed claims data in real time, improving decision making and stakeholder communications.
- A consistent claims experience for all stakeholders that contributes toward brand reliability and reputation for SPGC in the Canadian marketplace.
- Prompt and fair indemnity to insureds on behalf of Underwriters that removes unnecessary delays and improves the insurance experience to create differentiation in the marketplace for SPGC.
- Governance and Due Diligence Procedures that match or exceed Underwriters standards for Claims Management.

**After Hours Claims Service: 1-855-535-0554**  
**Email: [claims@specialtyclaims.ca](mailto:claims@specialtyclaims.ca)**

Managing claims on behalf of SPGC companies:

