

# CLAIMS (POLICYHOLDERS)

EXPECT PROMPT,  
COURTEOUS CLAIMS  
SERVICE FROM OUR  
EXPERIENCED TEAM

**Specialty Claims Canada** is dedicated to providing prompt, courteous, and fair claim service through our in-house claims examiners and our external network of knowledgeable and expert independent adjusters.



B007.2 (AUG 2022)

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



## CLAIMS PROCEDURES FOR POLICYHOLDERS

### WHO TO CALL

During business hours, contact your Insurance Broker. After hours, you may contact Cansure at: **1-855-535-0554** or via email: [claims@specialtyclaims.ca](mailto:claims@specialtyclaims.ca)

### WHAT TO DO

- Take reasonable steps to protect property from further damage.
- Obtain and record all information on any event which may lead to a claim including dates, time, names, addresses (especially of witnesses), take photos if possible.
- Do what would be wise to do, as if you didn't have insurance.
- Notify and co-operate with proper authorities, i.e. Police, Fire Department, etc.
- Report the incident per WHO TO CALL above.
- If you are served with legal papers claiming something covered by your insurance, bring them to us IMMEDIATELY so we can defend you.

### WHAT NOT TO DO

- Don't throw away or destroy any damaged property.
- Do not admit fault to anyone else, either verbally or in writing.

### WHAT WE WILL DO

- We will appoint an independent adjuster who will contact you within 24 hours of us receiving your report.
- The adjuster's job is to make inquiries sufficient to settle the claim, including taking a detailed report from the claimant and possibly others and gathering documents.
- We will assist you in getting your claim settled promptly.

Managing claims on behalf of SPGC companies:

