

# CLAIMS (IN-HOUSE)

EXPECT PROMPT,  
COURTEOUS CLAIMS  
SERVICE FROM OUR  
EXPERIENCED TEAM

Cansure 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 Cansure take responsibility and accountability for the major functions of an insuring organization, which are underwriting and claims management. It is the intent of Cansure Claims to provide top-level claims service, to respond quickly to inquiries, and to resolve outstanding claims as soon as practicable. Cansure 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.



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## HIGHLIGHTS OF OUR IN-HOUSE CLAIMS

- Improved focus on cost containment and oversight of claims management expenses.
- A focus on Cansure 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 Cansure claims personnel and Underwriters.
- Higher integration of information systems that allow the Cansure 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 Cansure 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 Cansure.
- Governance and Due Diligence Procedures that match or exceed Underwriters standards for Claims Management.

**After Hours Claims Service: 1-855-535-0554**

**Email: [claims@cansure.com](mailto:claims@cansure.com)**

Service | Speed | Expertise

**YOU CAN BE SURE**