

**It's Our Policy ...
That You Understand Yours!**



Dealing with automobile claims can sometimes be a stressful experience. Understanding some of the processes and procedures will assist in making the experience less frustrating, and time consuming. If you have any questions, please contact us!

What do I do if I have a claim?

- * Call the Police if anyone has been injured or if the vehicle damage is more than \$1,000.
- * Write down the other drivers name, address, phone number, Insurance Company, policy number, driver's licence number and names, addresses and phone numbers of any witnesses.
- * If the Police attend the scene ask for a copy of their report.
- * If the Police do not attend the scene, go to the Police station to make the report as soon as possible. That way, if any facts are questioned later, the details will be on record.
- * Immediately report the claim to our office; Drayden Insurance.
- * The information regarding the loss will be sent to your Insurance Company, who will assign an Adjuster to resolve your claim.

The Adjuster:

- * is a Claims Specialist trained to settle the claim according to the Insurance policy.
- * should call you within 24 hrs of the claim being reported. They will request a statement from you and details of the loss.
- * will determine the facts relating to the claim & the extent to which the claim is covered by your insurance policy.
- * will need a copy of the Police Report and your accident statement and the names of any witnesses to the loss.
- * may send an appraiser to assess the damages or will ask for repair estimates from an auto body shop of your choice.
- * will contact the other parties adjuster, to determine fault.
- * will determine if the automobile will be repaired, or written off, according to the terms of the insurance policy.
- * is paid for by your Insurance Company.

How long after an accident can I make a claim?

It is recommended that you notify your Insurance Company as soon as possible.

If I do not accept the Insurance Company's settlement, what can I do?

In the event of a disagreement as to the amount payable, there is a process to be followed as per the insurance act. Talk to your broker for more information.

What will my insurance pay for if my vehicle is damaged in an accident?

If you have **Collision** and or **Comprehensive** coverage, your Insurance Company has the option to repair the damages or to write off your vehicle, depending on the value of your vehicle at the time of the accident. You will be responsible for the **Deductible**.

What happens if my vehicle is damaged in an accident and I don't have collision coverage?

If the accident is the other driver's fault, their insurance policy will pay for your damages. You will have to pursue this on your own as your insurance company can only respond based on coverage's you have purchased.

When will I know if my vehicle is to be repaired or written-off?

The Insurance Company has 7 days from the receipt of the **Proof of Loss** to inform you of their intentions.

How long will it take to receive payment if my vehicle is written-off?

Your Insurance Company shall pay the money for which it is liable, within 60 days after the Proof of Loss has been received.

What happens with my vehicle if it is written-off?

Once you are paid out for the vehicle, the Insurance Company owns the vehicle. Normally they will sell it to recover whatever money they can.

I just had new tires and a tune-up on my vehicle; it should be worth more?

These are considered normal vehicle maintenance and will not increase the value of your vehicle.

Who will pay for towing and storage/impound fees?

It is imperative you discuss this with your adjuster as soon as possible as all costs incurred may not be covered.

Will my Insurance Company pay for damages I did to someone else's property?

If it is determined that you are responsible for the accident, your **Third Party Liability** will pay for damage to the other party's property.

If my family or any passengers are injured in an accident?

The **Accident Benefits** portion of your policy may respond to medical bills, lost wages, ambulance & hospital expenses as well as some funeral costs.

Will my Insurance Company help me if I'm involved in legal action following an accident?

Normally the insurance company will pay costs of damages brought against the insured in civil action.

Will I receive a rental vehicle when my vehicle is being repaired from an accident?

If your vehicle coverage includes the SEF 20, **Loss of Use endorsement**, you will be compensated for the cost of a rental vehicle (up to policy limits) while your damaged vehicle is being repaired.

If the accident is not your fault and you do not carry the SEF 20, you may be compensated by the other party's Insurance Company.

Does my Deductible always apply?

Yes, even if the accident is the other party's fault. You may be reimbursed if your Insurance Company is able to recover some or all the costs from the third party.

What can Drayden Insurance do for me in a claim situation?

Drayden Insurance is not your Insurance Company. As your broker, we will provide assistance with filing the claim, explanations of policy wordings, advice on how the claim may affect your policy in the future. We will be your trusted advisor.

Definitions:

Accident Benefits - The part of auto insurance that provides medical care and income replacement benefits to insured persons injured in a car collision, regardless of who caused the accident. In some parts of the country, this is referred to as "Section B."

Actual Cash Value –The current value of an item at the time of a loss (depreciated value).

Collision - An optional type of automobile insurance coverage that pays for the cost of repairing the insured vehicle if it is damaged in a collision or upset. Also referred to as "Section C."

Comprehensive - Covers loss or damage caused by: Fire, Lightning, Theft, Vandalism, Riot, Explosion, Windstorm, Hail, Falling or Flying Objects, Rising Water and most companies cover impact with wild animals.

Deductible - The portion you agree to pay on any damage to your vehicle before your insurance comes into effect, usually \$250 or \$500.

Loss of Use - Covers the cost of transportation (Rental car, taxi, bus) while your vehicle is being repaired from an insurable loss.

Proof of Loss - The written document signed by you, formally making a claim against the Insurance Company.

Third Party Liability - Covers you if your vehicle injures someone else or damages their property; your policy has a set limit.

This is a guide only. Individual policy wording will prevail.

