



Travelers Canada Direct Auto Repair Service

A HIGHER LEVEL OF SERVICE

We know having damage to your vehicle is difficult. That's why we offer the option of Travelers Canada Direct Auto Repair Service. If your vehicle gets in an accident, our select auto repair facilities can take care of it conveniently and efficiently. You always have the right to decide where your vehicle will be repaired. If you choose to use our Direct Auto Repair Service, we offer prompt, quality repairs guaranteed for as long as you own your vehicle.

Back on the road – fast

With Travelers Canada Direct Auto Repair Service, our Claim professionals manage the entire auto claim process from start to finish, so you don't have to worry about a thing. We'll have you back on the road before you know it.

Convenient: A repair shop representative will be waiting for you, ready to inspect your vehicle and write an estimate on the spot. Your claim handler will handle all rental arrangements so you can get on with life, right then and there.

Efficient: If you blink, you might miss the whole claim process. We're that efficient. Plus, with us worrying about the details, you'll never have to obtain additional estimates or fill out any extra paperwork. We know how valuable your time is.

Guaranteed: If you choose to use our Direct Auto Repair Service, we'll quality check your vehicle to make sure it meets industry standards. We'll also guarantee those repairs for as long as you own your vehicle.

How our Direct Auto Repair Service works

1. If you're in an accident, you can call Travelers Canada or work directly with your broker as soon as possible. Our offices are open to serve you from 8 a.m. to 5 p.m., Monday through Friday. We also provide additional support for general claim inquiries Monday through Friday, 5–8 p.m. ET, and Saturdays from 9 a.m. to 2 p.m. ET. Our emergency claim assistance line is available 24/7/365 to respond to your needs with speed and professionalism. Call 800.661.5522.
2. If you choose to use our Direct Auto Repair Service, your Travelers Canada Claim handler can make an appointment for you for an estimate.
3. On the day of your appointment, a repair shop representative will be waiting for you, ready to inspect your vehicle and write an estimate on the spot.
4. Your Travelers Canada Claim professional will monitor the repairs, keep you informed throughout the process, and

check the completed repair work. The repair shop will contact you the moment your vehicle is ready.

5. All repairs are fully guaranteed by the repair shop and backed by Travelers Canada for as long as you own the vehicle.

You always have the right to decide where your vehicle will be repaired

If you choose Travelers Canada Direct Auto Repair Service, you can expect prompt, quality repairs with top-notch customer service featuring:

- Select auto repair facilities that follow best practices for timely, professional repairs.
- Well-trained Travelers Canada Claim professionals and representatives from our approved auto network,

equipped with the latest technology to write your repair estimate.

- Expertise with private passenger vehicles, light- to medium-duty trucks, SUVs, and cargo vans.

If you have an accident, please call us as soon as possible to report your loss. Be sure to ask us about our Direct Auto Repair Service.

Our emergency claim assistance line is available 24/7/365 to respond to your needs with speed and professionalism. **Call 800.661.5522.** For a list of Travelers Canada Claim offices, **visit travelerscanada.ca.**

For more information on Travelers Canada Direct Auto Repair Service, visit travelerscanada.ca.



travelerscanada.ca

The Dominion of Canada General Insurance Company, St. Paul Fire and Marine Insurance Company (Canada Branch), and Travelers Insurance Company of Canada are the Canadian licensed insurers known as Travelers Canada.

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