

Travelers Canada Claim Services

Helping our customers when they need us most

At Travelers Canada, we're committed to taking care of our customers. It's a responsibility and privilege we don't take lightly, and one that's at the heart of the promise we make with every policy we sell – to be there when and where you need us most.



As one of the largest insurance companies in North America, Travelers has a team of claim professionals, nurses, data scientists, staff counsel and investigators, to name a few, who go to extraordinary lengths to get you back to your ordinary life. They have the technical expertise to help you through every aspect of your claim and the heart to sweat the small stuff, so you don't have to.

Highlights

- We are ready to help at any time. You can report a claim 24/7 by calling us at 1.800.661.5522.
- We have claim offices located all across Canada, each staffed with claim professionals who are ready to help.
- Our team of claim professionals are specialized and licensed to handle auto, property, general liability, bond, specialty and warranty claims.
- We help about 50,000 of our North American customers through a claim each year. And we're proud to say that these customers reported some of the industry's highest claim satisfaction scores.

What makes us different?

Loss Consultation Services – Our Loss Consultants are experienced claim professionals who know our policy coverages and can look up the specific details of your property policy – all outside of our claim system – so you can get the answers to your questions to help you decide if you want to file a property claim.

Catastrophe Response Team – Our North American Catastrophe Centre uses state-of-the-art technology to track and monitor severe weather patterns. And when the unthinkable happens, we have predictive modeling, high-resolution images, geospatial technology and estimating software to quickly assess, quantify the damage and start the claim process.

Claim University – Claim University is designed to accommodate all forms of learning, from traditional classroom and hands-on experience to self-paced, virtual and blended learning. As a hub of continual learning, the facility ensures that our team has the technical expertise you expect from Travelers.

Drones – Travelers was one of the first insurance companies in North America to use drones. We have hundreds of certified pilots and our own in-house drone program, and we helped to write the first drone regulations in the United States. In Canada, our team of more than 25 licensed pilots each completed a rigorous four-day training course, including a written and field exam. Our drones are equipped with high-resolution cameras that allow our team to safely get into hard-to-reach places or fly over damaged buildings. After all, everyone's safety is our top priority.



In-House Nurses – Our claim professionals have access to a team of highly skilled nursing professionals with experience treating all types of injuries. Having these skills in-house ensures that when a customer is injured, we're able to use that expertise to access treatment and help manage their care.



Quality Treatment Facilities – The Travelers Canada Quality Treatment Network (QTN) is a group of over 130 healthcare facilities across Canada that specialize in post-accident treatment. Their multi-disciplinary approach makes sure that our customers get access to the right care in a location that is convenient to them, so they can get their lives back to normal as quickly as possible.

Travelers Lab – Our team of technical experts scientifically investigate losses, track claim trends and preserve evidence. They work closely with our subrogation team to investigate the cause of equipment failure, identify responsible parties and recover costs.



Digital Capabilities – We're proud to use industry-leading, state-of-the-art technologies such as high-resolution imaging, geospatial technology and drones. With these digital tools, we can respond to claims faster and provide our customers with the support they need when the unexpected happens.

- **HOVER®** – Designed to quickly, easily and virtually provide the external measurements needed for a claim estimate, you will love HOVER because it's as simple as sending photos or conducting a video conference with a laptop or smartphone. It only takes about 10 minutes, and after taking the photos, you will receive an interactive 3D rendering of their home with exterior measurements.
- **OneXperience™** – This app brings the claim inspector into your home virtually to see the damage and get the claim processed. *OneXperience* allows you to engage virtually face-to-face with claim professionals who can provide advice and instructions and begin preparing an estimate for repair.



For more information about the Travelers Canada Claim team and how we can help when you need us most, visit travelerscanada.ca/claim.



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