



who we are

About Ecclesiastical Insurance

Ecclesiastical Insurance is a specialist provider of insurance solutions and services designed to protect and preserve Canada's distinct communities, cultures, and heritage. Working closely with the independent national broker network, we provide customized insurance solutions to faith and related not-for-profit organizations, retirement communities, education facilities, unique properties, registered charities, and select commercial enterprises.

Our full range of unique insurance products, comprehensive risk management expertise, and empathetic claims service are part of our commitment to our customers and their communities. Collectively, they enable us to achieve our fundamental goals; namely, to advise and protect those who enrich the lives of others.

At **Ecclesiastical Insurance**, we are proud of our long and distinguished history. Founded in the UK in 1887, the Canadian branch opened in 1972. Today, we have offices in Halifax, Toronto, Calgary, and Vancouver and are represented by knowledgeable and experienced brokers across the country. **Ecclesiastical Insurance** is owned by a charitable trust, which redistributes our profits to charitable initiatives.

Ecclesiastical Insurance customers are secure in the knowledge that they are protected by an independently owned international company that is rated "A" by A.M. Best and "A-" by Standard & Poor's. Most importantly, customers enjoy peace of mind knowing that they are covered by insurance products designed specifically for their organizations, delivered by a company that shares their values of honesty, integrity, and good faith.

Please visit our website www.ecclesiastical.ca for downloadable brochures, White Papers, and other tools to help you understand and manage risk.



ECCLESIASTICAL

INSURANCE YOU CAN BELIEVE IN

Ecclesiastical Insurance Office plc Head Office

20 Eglinton Avenue West, Suite 2200, Box 2004
Toronto, Ontario M4R 1K8
Phone: 416.484.4555 • Fax: 416.628.0820
Email: claims@eccles-ins.com

Central Regional Branch

20 Eglinton Avenue West, Suite 2200, Box 2004
Toronto, Ontario M4R 1K8
Phone: 416.484.4555 • Fax: 416.484.6352
Email: claims@eccles-ins.com

National Programs Branch

20 Eglinton Avenue West, Suite 2200, Box 2004
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Email: claims@eccles-ins.com

Atlantic Regional Branch

1969 Upper Water Street, Suite 2106
Purdy's Wharf, Tower 2
Halifax, Nova Scotia B3J 3R7
Phone: 902.492.4548 • Fax: 902.492.4484
Email: claimseast@eccles-ins.com

Western Regional Branch

Suite 630, Box 20, Bow Valley Square I
202-6th Avenue SW
Calgary, Alberta T2P 2R9
Phone: 403.538.0175 • Fax: 403.538.0182
Email: claimswest@eccles-ins.com

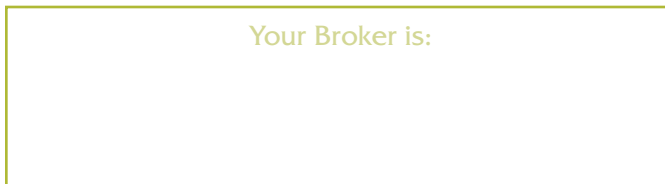
Pacific Regional Branch

Suite 1795, Two Bentall Centre
555 Burrard Street, Box 239
Vancouver, British Columbia V7X 1M9
Phone: 604.605.1111 • Fax: 604.605.1140
Email: claimspacific@eccles-ins.com

Our goal is to run a Canadian insurance business with the highest standards of integrity and accountability.

www.ecclesiastical.ca

Your Broker is:



Claims Process



HELP
RECOVERY
GUIDANCE



ECCLESIASTICAL
INSURANCE YOU CAN BELIEVE IN



help

The Claims Process

Losses can range in severity – from a small inconvenience to a full-blown tragedy. At **Ecclesiastical Insurance**, we hope that you never experience a loss. However, if you do, we are here to help you every step of the way.

As your insurance provider, we are committed to reducing the stress and minimizing the trauma of your loss by providing a fair and prompt settlement. Our goal is to help you return to normal as quickly as possible.

Being Prepared

There are steps you can take now to help speed up the claims settlement process in the event that you ever experience a loss.

- Take photos or a video of the property so you have a record of its appearance
- Keep an up-to-date inventory of all contents
- Be sure to store this information at a different location

NOTE: IF YOU EXPERIENCE ANY KIND OF LOSS, PLEASE REPORT IT IMMEDIATELY, EVEN IF YOU ARE NOT CERTAIN THAT YOUR INSURANCE COVERAGE IS APPLICABLE.



recovery

Reporting a Claim

If you have a claim, please contact your broker or one of our regional branches.

If you have an emergency claim outside of regular business hours, call our after-hours emergency claims services at **1-888-693-2253** (or **1-888-MYECCLE**).

Your Claim

Once we receive your claim, we will assign a Claims Representative to manage the process for you. Your Representative will provide detailed information about the claim process so you will know precisely what to expect.

If required, an Independent Adjuster may also be assigned to your claim. The role of an Independent Adjuster is to gather information that will help resolve the situation. Should you have questions or concerns throughout the process, please contact your Claims Representative or Independent Adjuster.

Your Settlement

At Ecclesiastical Insurance, we are dedicated to resolving your claim promptly. Settlement funds will be provided as quickly as possible.



guidance

Reducing Your Loss

When a loss occurs, there are steps you can take to prevent or reduce further damage. This lessens the impact on your organization and is one of the obligations in your insurance contract. Here are just a few tips.

- Refer to your organization's policies for handling damage, accidents, and other incidents
- If the loss is a result of criminal activity, report it to the police
- Board up broken windows to ensure security, to prevent interior damage from the elements, and to reduce further breakage
- Repair cracked pipes immediately to prevent additional flooding and water damage
- Keep bills and receipts for any work you have done
- Provide your broker with copies of any legal documents relating to the claim
- Take a photo or video of the damage or incident as a record and proof of the circumstances or extent of the loss

Your Claims Representative can provide you with additional guidance on what you can do in your specific situation.

Vision: to be the best specialist insurer in Canada.