

Global Claims Management | Professionals on your Team™



**McLARENS**  
**CANADA**

# Who We Are

**M**clarens Canada is pleased to offer our clients 68 offices across Canada employing professional adjusters whose talents range from containment of catastrophic losses to the provision of innovative desktop adjusting solutions.

Headquartered in Toronto, Ontario, McLaren Canada offers a national presence to the domestic property and casualty insurance industry, and an international capability to provide for the claims adjustment needs of our global clients on a 24-hour, 7-day a week basis. McLaren Canada are front runners in systems technology among independent adjusters today, and with our experienced and highly qualified adjusters, we are able to deliver excellence in claims adjusting and cost effective solutions.

Our commitment to the implementation of our clients' best practices provides for accurate, reliable and rapid provision of claims services. We pride ourselves on an unyielding attention to detail, whether we are working on complex claims arising from errors and omissions, environmental claims, products liability, commercial property and casualty, or traditional lines of insurance.

## **Our Mission Statement**

McLarens Canada will be the preferred provider of selected loss adjustment and claims services to our clients.

We unconditionally guarantee our clients' satisfaction with our services.

We provide a professional environment in which every person in our company can reach their highest potential.

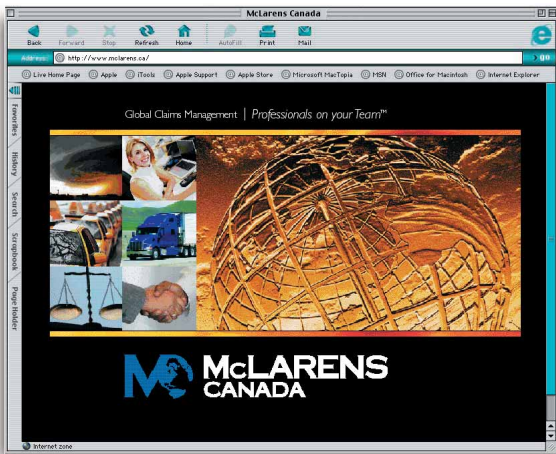
We are committed to Employment Equity throughout all levels of the organization.

## **Our list of services include:**

24-hour claims reporting	Products Liability
Casualty	Professional Liability
Catastrophe Response	Property
Claims Management Services	Risk Management
General Liability	Consulting
Litigation Management	Trust Account Management

# Claims Data at your Fingertips

McLarens Canada offers a variety of interactive web services allowing real-time access to claims data directly from your desktop. This provides the ability to work in an entirely paperless environment.



## Is This Secure?

We use 128-bit encryption, which is the current industry standard for increased security. The banks use the same encryption for PCBanking. This ensures the integrity as well as the secure transmission of data over the Internet.

## What You Can Do

Accessing our claims management system via our secure website at [www.mclarens.ca](http://www.mclarens.ca) will enable you to:

- Report new claims
- Search claims on criteria you specify
- Record incidents and then escalate the status as required
- Update claimant information (address, phone number)
- Add notes and instructions for the adjuster
- View the adjuster's notes to the file
- Use the interactive notes system to provide a conversational thread to notes and instructions
- Download documents from the on-line claims file
- Upload documents to the on-line claims file



## Reporting Incidents & Claims

Incidents and claims can be reported in either of two ways:

- Via the generic 'report-a-claim' function currently available to the general public on our secure web site
- Via customized claims/incident reporting forms where very specific information that you determine, can be recorded

## Searching

Access the database and search for individual claims information by:

- Claim number
- Claimant Name or Insured Name
- Date of Loss range
- Claims assignment Date range
- Adjuster

The customized functions are available only after the web user logs onto the web site using their username and password.

All the relevant information can be entered for incidents. This data can be entered, reviewed or amended at any time. Changing the status of an incident to that of a claim can be achieved by a mere button-click. The adjuster is then notified and the disposition of the claim begins.

For claims, or when an adjuster's services are required on a claim, an e-mail notification is sent to the appropriate expert along with all the relevant information such as the contact information of the involved parties, the details of the loss as well as any instructions that are provided.

If required, your web-site claims reporting can be structured to re-direct claims to the McLarens Canada claims reporting function located on our secure web site.

## Monitor Claim Progress

Real-time file details can be viewed at any time and the claims progress can be monitored. This includes adjusters' notes, instructions, reserves and payments.



### **Interactive Notes**

Conversational threads can be established through the use of the interactive notes feature. The interactive notes are supported by e-mail at both ends to provide both notes to the file and instructions to the adjuster. This enables you to view the 'story of the loss', and stay informed of the status of files simply by accessing the various notes added to the file. All notes and or instructions are appended to the claims file AND immediately e-mailed to the control adjuster/adjuster on file.

### **Update Claim Information**

Essential claims information can be updated at any time. This includes changes to the contact information of the claimants or other involved parties, or updates to the status of the claim/incident.

### **Download Documents**

Download copies of reports, acknowledgements and other correspondence produced by McLarens Canada, which are attached electronically to the file.

### **Upload Documents**

Documents can also be uploaded to McLarens Canada and these documents will then be 'attached' to the claim and made accessible from our web site.

Electronic copies of documents to the claims file can be uploaded including scanned documents such as photographs, signed statements and completed forms. Document formats that can be attached include: Word, Excel, jpeg, etc.

### **Hardcopy and Electronic Bordereaux**

Based on criteria provided, bordereaux can be selected, viewed and printed. An Excel compatible spreadsheet of your claims data can be downloaded. This reporting facility gives you the opportunity to view statistical information pertaining to all claims or incidents assigned to/tracked by McLarens Canada. These reports can be customized to meet your requirements and can include information such as reserve/payment totals, claim counts, average disposition time and file status, to name but a few.

# OnCall Claims Services



Claims can occur at any time of day or night. To most policyholders, a claim can be one of the most aggravating and even traumatizing events of everyday life. In an era when customer service is one of the few competitive edges that can be offered to existing and potential clients, our bilingual claims professionals at McLarens Canada are available to provide "round-the-clock" emergency service to those clients.

Utilization of our after hours service will provide a practical and economical solution to Brokers who wish to respond to the ebb and tide of customers' claims emergencies.

Simply by call-forwarding the regular business line to McLarens Canada's 1-800 number at the end of the business day, a Broker is able to provide a claims reporting and response service that allows policyholders to report their after hours claims directly to our office. Policyholders are not required to report the claim again at the opening of the next business day — this will automatically be done by our office, either on-line or by fax. If the claim is a non-emergency, but a policyholder insists on speaking with an adjuster, this is no barrier. Regardless of the nature of the loss, our **OnCall** adjusters will respond to the inquiries of the policy holder. This customer service will be done at **no cost** to the Insurer or the Broker.





If the claim is an emergency, an **OnCall** adjuster will immediately contact the policyholder and arrange emergency temporary repairs, co-ordinate clean up and attend at the emergency scene as necessary. All of these measures are undertaken with an eye to the individual Insurer's special requirements.

The Insurer will always maintain absolute discretion as to the adjustment procedure once they have been notified of the claim. This may mean that a seamless transfer of the claim file takes place between McLarens Canada and the in-house staff adjuster of the Insurer.

McLarens Canada does **not** charge a Broker to provide their After Hours Service. For emergency work completed, we do **not** charge Insurers contingency fees or additional "emergency response" fees over and above our hourly time and expense rates. We **do** respond to the special needs of Insurers and Brokers.

Thus far, responses to satisfaction surveys have proved to be outstanding, with many policyholders commenting on their feelings of relief at being able to report their incident to a professional claims person, capable of empathizing with them and responding to their emergency needs.



Let us be the Professionals on your Team™.

# Claims Handling and Risk Management

McLarens Canada provides claims handling and risk management services to national and international risk managers, brokers, insurance markets and public entities. We serve our clients from 68 locations across Canada and internationally from 340 offices in 83 countries.

In Canada, we are strategically positioned as specialty property/casualty adjusters, third party administrators and marine surveyors.

Our growth in the last two decades was steady, as we built long-term relationships with our clients and formed partnerships of mutual benefit.

*We unconditionally guarantee our clients' satisfaction with our services.*

## **What does this mean to you?**

We will provide you with:

- Consistent high quality services anywhere in the world
- Customized service solutions
- A creative solution provider / partner who will be there to respond to your needs.
- A comprehensive quality control program to support our best practices.
- An interactive claims management system accessible via our secure website [www.mclarens.ca](http://www.mclarens.ca) allowing you to view claims data and run reports at your convenience.
- Service in the two official languages as well as many others.
- A firm that believes in a high quality product.

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