

Global Claims Management | *Professionals on your Team™*



McLARENS
CANADA

OnCall Claims Services

Services de demandes
d'indemnité sur appel

www.mclarens.ca

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 policyholder. 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





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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*[™].

Who We Are

McLarens Canada provides claims handling and risk management services to local, national and international markets. We serve our clients out of all provinces across Canada. We are part of the McLarens global team with 330 offices in 83 countries.

We are strategically positioned as specialty property/casualty adjusters, marine/transportation surveyors and third party administrators. In addition to our professional team of adjusters, we also have in-house experts in every field, including a forensic accountant and professional engineer.



1-800-668-6100

www.mclarens.ca

Our Mission Statement

McLarens Canada is seen as the largest high quality and professional claims management firm in Canada, known for its technical expertise and integrity. McLarens Canada will maintain the strongest revenue growth rate of any adjusting service firm in Canada by focusing on geographic growth, new products and high quality. Its reputation for retaining long term, dedicated professional team members is something its clients have grown to rely upon.

HEAD OFFICE

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*1-800 number is answered by our In-house
trained personnel 24/7/365*

