

Northbridge Insurance
ONYX



we | CLAIM
differently



Northbridge
Insurance

At Northbridge Insurance, we believe your high-net worth customers deserve enhanced coverage and care, especially when it comes to claims service.

That's why our specialized homeowner's policy, Northbridge Insurance Onyx, is tailored to meet their elevated needs. In the event of an unexpected loss, you can trust us to resolve their claim effectively and efficiently, helping them restore the lifestyle they've worked so hard to create.

OUR CLAIMS DIFFERENCE

Expert knowledge

From wine and spirit collections to fine jewelry, our claims adjusters understand your customer's unique assets and the complex risks that come with their lifestyle. We offer specialized restoration services and consult with expert appraisers to ensure each claim is managed with care and precision, meeting the high service standards your customers expect.

Human connection

We recognize the trust your customers place in us. Our claims promise is to stand by them and treat them with empathy, transparency, and clear communication when they have a loss, ensuring a first-class claims experience. We'll keep them informed at every step, making sure their needs are met and they feel fully supported.

Outcome focused

Your customers' needs are our top priority. With Northbridge Insurance Onyx, they can expect VIP claims service, including expedited response times, thorough evaluations, and guaranteed replacement costs. We're committed to providing the best possible outcomes for your customers when it matters most.

OUR CUSTOMERS SPEAK FOR US

"I'm extremely happy to know that we have a company that is "on our side" during tough moments. No one likes to pay insurance premiums, but what Northbridge showed us is that payment with a peace of mind is attainable.

"We were very happy with everyone we had contact with during this process. This was a very difficult time for us given we had two floods in less than one month. The team at Northbridge made this experience less stressful for us.

"Northbridge promptly handled our claim after our pool was damaged by recent flooding. Their claims team was professional, courteous, and highly responsive, providing timely follow-ups and clear communication.

THE NORTHBRIDGE INSURANCE ONYX ADVANTAGE

White glove experience

You and your customers can expect nothing less than exceptional care and attention. Our Claims team is available 24/7 and will ensure that every aspect of their claim is meticulously handled with precision and care, leaving you with the time to focus on your other priorities.

Guaranteed replacement cost

Our policy provides unlimited replacement cost coverage for your customer's building and personal contents. In the event of a loss, this coverage ensures full reimbursement for rebuilding their home to its original quality and style.

Expert appraisers & quality repairs

Your customer will get access to expert appraisers for their unique collections, including art and antiques. We also partner with vendors and specialized restoration services that have the expertise to properly carry out the necessary repairs.

Industry-leading training

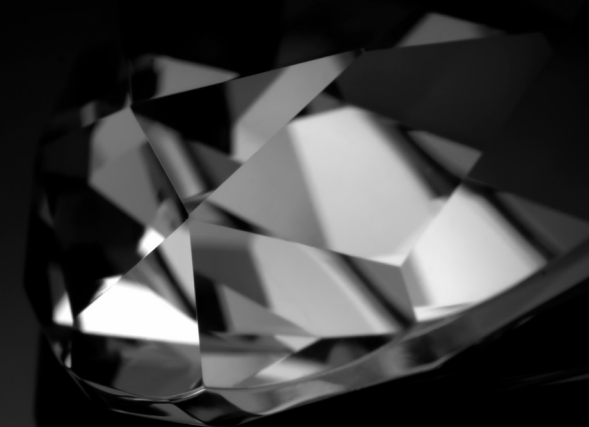
We're committed to the ongoing development of our staff, providing hundreds of technical training hours annually to ensure they have the required skills.

Inside knowledge

No one understands our products, guidelines, and expectations better than our own team, which means reduced back and forth for a better customer experience.

Catastrophe response

When disasters hit, our Catastrophe team mobilizes immediately to attend the affected areas, fully prepared to carry out onsite inspections and get the claims process started. We've also embraced the latest technology to enable our claims adjusters to expedite the administrative and settlement process in field.



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Learn more at broker.northbridgeinsurance.ca

ABOUT US

Northbridge Insurance is a leading Canadian insurer. Working closely with our broker partners, we offer tailored insurance solutions that align with your customers lifestyle to help protect that things that matter most to them.



Northbridge's claims service has been recognized with the 5-Star Claims service award for the second year in a row by Insurance Business Canada Magazine (2024, 2025).