



we ADJUST. we CONNECT. we RESOLVE.

we | CLAIM
differently

Auto | Home | Recreational

Lynne C.
VP Claims

At Northbridge Insurance, we understand the importance your customers place on their homes, cottages, and vehicles. Our promise is to help them protect what matters most. In the event of an unexpected loss, we stand by that promise by guiding them through every step of the claims process. Trust us to support their recovery and resolve their claims effectively and efficiently.



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).

Our claims difference

Expert knowledge

Our claims adjusters understand home and auto insurance, drawing from decades of knowledge and experience. Their extensive training and expertise allows them to approach every claim with the precision and care that your customer deserves.

Human connection

We treat your customers with the empathy, transparency, and direct communication they need during a stressful time. We make sure they feel valued and not simply like a task to complete, guiding them through the claims process from start to finish, so they know what to expect and when to expect it.

Outcome focused

We prioritize doing what's right for your customer. Through our service commitment and innovative solutions, we aim to provide the best possible outcomes for them when it matters most. We prioritize their needs and work diligently to resolve claims efficiently and fairly.

Our service advantage

Inside knowledge

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

Quality repairs

We partner with vendors that we know 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.

Shorter cycle times

Our customer-focused service standards mean we not only respond quickly to claims but settle them as quickly as possible. We're committed to handling your customer's claim from start to finish, no follow-ups necessary. Leaving you with the time to focus on your other priorities.

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 embraced the latest technology to enable our claims adjusters to expedite the administrative and settlement process in field.

Don't just take our word for it, here's what our customers have to say

“Going through a traumatic event like a fire and losing everything is overwhelming. We were emotionally drained and struggling, but I never expected the best part to be dealing with our insurance. Our claims adjuster was compassionate, calm, knowledgeable and truly caring. They guided us through one of the toughest times of our lives. This experience changed the way I look at insurance and gave me peace of mind knowing I'm in the best hands if anything tragic were to ever happen again.

“I was treated exceptionally well throughout the claims process. Every individual explained their role, outlined what they were going to do, and followed through. With just one call, everything was set in motion, making for a very smooth experience. You never know how an insurance company will respond when you need them, but my expectations were exceeded. I'm very happy to have Northbridge.

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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 to help customers protect the things that matter most.