



we ADJUST. we CONNECT. we RESOLVE.

we | CLAIM
differently

Alfred D.
VP Claims Field Services

At Northbridge Insurance, we're dedicated to not only helping protect your customer's business but also supporting their recovery and growth through our claims service commitment. Trust us to support your customer's business and resolve their claims effectively and efficiently, so you can focus on growing your own.



Northbridge's claims service has been recognized with the five-star claims service award for 2024 by Insurance Business Canada Magazine.

Our claims difference

Industry expertise

Our commercially focused claims adjusters have sector expertise and access to tools not available to independents. Their understanding of sector-specific complexities and challenges allow them to deliver tailored claims handling, to help ensure a swift recovery of customer's operations.

Human connection

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

Our service standards

National reach

With six offices coast to coast, we have expertise in each province's insurance regimes, tort practices, and legal environment.

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 when it matters most.

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.

Shorter cycle times

Our customer-focused service standards mean we not only respond quickly to claims but settle them as quickly possible. Often our field team can even provide field drafts to customers on the first visit.

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.

No follow-ups needed

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.

Quality repairs

We partner with vendors that we know have the expertise to properly carry out the necessary repairs.

Here's what our customers have to say

“

My claims adjuster's knowledge of the intricacies of trucking claims made the entire process much smoother. Their quick responses, understanding of the situation, and overall expertise are truly commendable.

Transportation & Logistic Services customer

“

Great communication and understanding of a bad situation. It made me really happy to have an insurance company like Northbridge Insurance, that could help figure out a fair outcome and be treated like a person.

Construction & Contracting customer

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Learn more at weclaimdifferently.ca

About us

Northbridge Insurance is a leading Canadian commercial insurer. Working closely with our broker partners and leveraging our in-depth industry expertise, we help businesses operate more safely so they can worry less about risks and focus on opportunities.