



OUR SERVICE COMMITMENT

Our service standards

- 24/7 service—even weekends, holidays and after hours
- All calls answered live within 20 seconds
- Follow-up with your business within 3 hours of time claim first reported
- All phone calls returned same day
- Correspondence handled within 2 business days of receipt
- New claim opening notice sent to your broker
- First party physical damage loss payments within one business day of validation
- Closing call on all claims

We hope you never experience a loss, but if you do we'll be there and make the claims process as painless as possible.

That's because we're committed to building long-term relationships, delivering industry-leading service and getting you back to business quickly, with claims experts who understand your business and its needs.

CASE STUDIES

Fort McMurray

When wildfires ravaged the community, our team responded quickly to meet the catastrophe head on. Our team of dedicated adjusters identified likely claims scenarios, which allowed us to define guidelines to assist with quick decision making. As a result, we closed 80% of claims within one month, and well above 90% within two months.

Course of Construction Loss

After a major fire consumed a six-story residential apartment complex that was under construction, our team was there to help. We worked closely with the customer and a preferred contractor to quickly scope the damage, remove debris and assess reconstruction costs so we could settle the claim within 60 days and minimize overall project delay.

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.

CONTACT US

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