



RISK SERVICES

WHAT HAPPENS DURING A RISK ASSESSMENT?

If your customer hasn't undergone a risk assessment before, they might be wondering how it works. Knowing their business exposures can help them mitigate risks and potential losses. Our experts work with hundreds of companies every year to help identify risks and develop strategies to limit them, so businesses can improve their bottom lines. This starts with a risk assessment, where we review your customer's operations to determine potential exposures and where they might not be compliant with codes or industry standards.

HERE'S WHAT THEY CAN EXPECT THROUGHOUT THE PROCESS:

Assessment request

The process typically begins with a request from our underwriting team for an assessment of risk and potential coverage exposures. Or, it may start with you or your customer reaching out directly to us for assistance.

Preparation

A Risk Services Consultant will contact your customer directly to schedule the on-site risk assessment, explain the process and provide a checklist of documents we need available for review and/or copies of during our visit. You will be advised of the appointment once it's confirmed and given the opportunity to attend if you wish.

TIP: Gathering all documents outlined on the pre-assessment checklist before we arrive will save your customer time and speed up their on-site assessment.

On-site assessment

Our consultant will spend 2-3 hours on site during the initial visit, assessing the facilities and property, and examining the records listed on the pre-assessment checklist. Before leaving, we will review any observations and recommendations with your customer, and also share specific Risk Insights to provide them with a technical perspective on potential exposures.

Reporting

Within two weeks, we'll provide you, your customer and our underwriting team with a written summary of our observations and any recommendations. Where available, we'll also provide benchmarking to industry best practices. If there are particular issues that your customer wants to address, we can work together to create a customized action plan and provide ongoing support.

For more information on making your business safer, contact our Risk Services team at **1.833.692.4111** or visit us at www.northbridgeinsurance.ca.

