

What your clients need to know about claims

You're the first person your clients turn to when it comes to all kinds of insurance questions—what's covered, what isn't and, most importantly, whether a loss should be submitted.

The point of having an insurance policy is to be protected in case of loss. But not all losses are created equal. Some losses—especially smaller ones—may not be worthwhile for your clients to submit, as they could impact coverage, or lead to them paying more in the long term.

We've prepared the following tips to help you coach your clients on claims.

5 key things to know about claims

- 1** For many small losses, they're already paying a significant part of the claim through the deductible.
- 2** Their deductibles could increase as the result of a claim.
- 3** Submitting a claim against a property policy could result in losing their claims-free discount at renewal. Over a few years, the difference could be hundreds of dollars.
- 4** In terms of claims or accident forgiveness, a small claim is treated the same as a large claim—even one worth hundreds of thousands of dollars. The effect on their premiums could be substantial the next time they make a claim.
- 5** Frequently submitting claims, even small ones, can result in changes to the terms of the policy, such as having coverage restrictions applied at renewal.



Advise your clients to **“Wait. Think. Talk with your broker.”** before submitting a claim.

Ultimately, it's up to your client to determine whether or not they should submit a claim. But with your expertise, you can help them be sure they're getting the full value of their insurance policy.



Visit our **Climate Smart hub** for claims advice and resources that you can share with your clients.

When it's time to submit a claim, your client can do so through **Claims Point™**, our online claims portal, by visiting rsaclaimspoint.ca. Brokers can submit claims by accessing Claims Point™ through BRAVO.

Claims Point →