What to do if you think you have a claim!

Faced with a possible claim? Unsure of what to do?

We're here to help. Follow these simple steps to help protect your business in the event of an accident or theft.

01

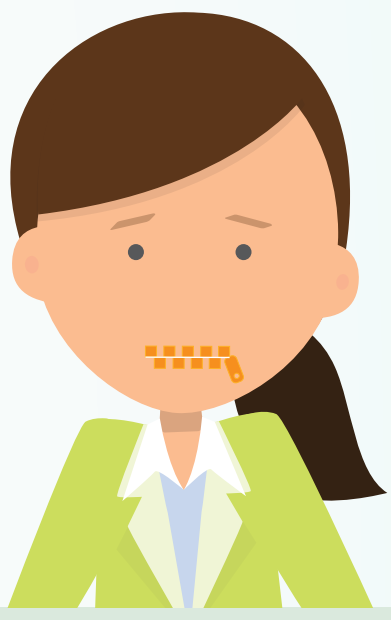
Stay calm and call 9-1-1.

If you think there is criminal activity or someone needs medical attention, call 9-1-1. Stay calm. Be courteous and don't argue with people involved.

02

Don't engage in settlement talk.

Discuss the incident only with the police and/or your TruShield Insurance Claims Team.



03

Take notes, witness testimonials and photographs.

Document the incident in full detail, including the date, time and location. Gather contact information of all parties involved and obtain witness testimonials. If you have a camera on hand, secure and photograph the scene.

04

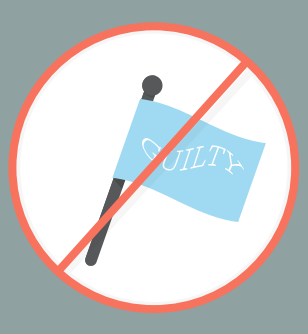
Call your insurer.

Have questions? We're available 24/7 to help you meet your needs. Contact one of our experienced claims professionals for guidance.

Call **1.855.629.1213** or visit
www.trushieldinsurance.ca

What **NØT** to do:

Don't admit fault or liablity.



Never discuss settlement with other parties involved.

Don't interfere in any negotiations for settlement or in any legal proceedings.

Like this infographic?

Follow us on @**TruShieldIns** for more information on how to manage risks associated with running a business.

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