

# GETTING THE CLAIM PROCESS STARTED PROPERTY CLAIMS



We hope that you're never involved in a claim situation. But in the event that you are, we aim to make the process as stress-free as possible.

No matter the type of claim you're reporting, the first step during regular business hours is to contact your broker; they are there to support you through this process. Once your broker has collected all the appropriate information, they will report the loss to your insurer immediately.

To aid in the process and while details are still fresh, please take a moment to fill out the following:

**Who (who was involved in the claim situation?)**

**What (reconstruct what happened; what type of loss was it?)**

**Where (where did the loss occur?)**

**When (date that the situation occurred.)**

**3rd Party Insurance Information (if applicable.)**

**Additional Information**

Once your claim is reported by your broker, you should expect to hear from an adjuster within 24+/- hours, depending on what time of day the report comes in. If you do not receive prompt contact, please call your broker so we can intervene on your behalf.

If any part of the process does not meet your expectations as our client, please call us – at Rogers Insurance, we're always here to help.

Regular business hours Monday - Friday 8:30am - 4:30pm

\* In the event that you need immediate assistance after hours, **we have a 24-hour emergency line for each of our locations:**

**Calgary 1-866-212-3239**

**Fort McMurray 1-866-876-3663**

**Red Deer 1-800-938-5685**