# Claims Reporting Procedures
# Diocese of Toronto (Diocese) – What to Do in the Event of a Claim

For any questions you may have before reporting a claim (e.g. deductible amount, which coverage is triggered), please contact **Tanya Ketterer**, Senior Claims Consultant at Aon, tel.: + 1.416.868.5683, cell: +1.647.402.5336, tanya.ketterer@aon.ca

**After hours claims reporting**: Email: claimsservices@eccles-ins.com, tel.: 1.888.693.2253, fax: +1.416.484.6352

## Property claims

Email: claimsservices@eccles-ins.com and nbrigis@eccles-ins.com, cc: tanya.ketterer@aon.ca, Nick Brigis, Ecclesiastical Claims Representative: tel.: +1.416.484.3970, cell: +1.647.285.5694

- ☐ Complete an incident report while facts are clear and **report all property claims directly to Ecclesiastical**
- ☐ Keep all damaged property and all repair invoices for inspection by the claims adjuster
- ☐ Report all vandalism, theft or burglary losses to the police as you will need a copy of their report

**Information required:**

- ☐ Date and time of incident
- ☐ Estimated amount of damage
- ☐ Specific description of incident
- ☐ Identity of responding police and fire departments including officer's name, badge and report number
- ☐ Name, license number and insurance company, if available, for vehicle impact or vandalism claims (include contact names, phone numbers if available), and probable cause of loss
- ☐ Names of any witnesses, including address, home, and business telephone number

## Crime claims

Email: tanya.ketterer@aon.ca
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- ☐ Complete an incident report while facts are clear and **report all crime claims directly to Aon**
- ☐ Always call the police and keep a copy of their report

**Information required:**

- ☐ Date and time of incident
- ☐ Estimated amount of loss
- ☐ What was damaged/taken/lost
- ☐ Description of incident (i.e. broken window or door, damaged equipment)
- ☐ Name of person discovering or witnessing crime
- ☐ Obtain a copy of the police report

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# Liability claims

Email: tanya.ketterer@aon.ca
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- ☐ Complete an incident report while facts are clear and **report all liability claims (except Abuse) directly to Aon**
- ☐ Your priority should always be to care for injured people – administer first aid and call an ambulance
- ☐ Do not correspond with the claimant; refer them to Ecclesiastical claims department
- ☐ Do not offer to pay any medical bills or other costs
- ☐ **Abuse liability claims:** Reported directly to the executive director of the Diocese

**Information required:**

- ☐ Claimants' name, address, home, and business telephone numbers
- ☐ Date and time of incident
- ☐ Approximate age – if injured is a minor, name, address, and telephone number of parent or guardian
- ☐ Description of incident (what happened, where the incident occurred, why it happened)
- ☐ Name of doctor or hospital if applicable
- ☐ Claimants' intentions (i.e. legal actions, compensation, dental/medical costs)
- ☐ Conduct or physical condition of claimant which may have contributed to the accident (footwear, glasses, any physical disabilities)