

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

The best method is to email claimsservices@eccles-ins.com and cc: tanya.ketterer@aon.ca. The alternative method is to contact an Ecclesiastical claims representative by calling +1.416.484.3970.

- 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

Tel.: + 1.416.868.5683, cell: +1.647.402.5336

- 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

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)