

[Personal Insurance](#) / [Auto Insurance](#)

What to do in the event of a claim?

In the event of an accident

- If you see some people injured or if there seems to be extensive damage, call 911. Afterwards, get the police report number if possible.
- You have also been injured in the accident? Consult this article on the SAAQ website:
http://www.saaq.gouv.qc.ca/faq/faq_victime.php#q4
- On the scene of the accident, exchange basic information with other drivers involved. The accident report is best suited for this. For more information, we invite you to read this excellent article about the accident report:
<http://www.infoassurance.ca/fr/automobile/constat.aspx>
- Try to get the names of witnesses to the accident.
- Never accept money or responsibility for the accident.

For all claims

- If it concerns the theft of your entire vehicle or if it is a hit and run, contact 911 immediately and obtain a police report.
- Contact us as soon as possible to file the claim. We will tell you what to do, we will forward your claim to your insurer as soon as possible and we will make sure that it is settled quickly and fairly.
- We will also determine if you can have access to a rental car if your vehicle is not roadworthy.
- If we cannot be reached, you can contact your insurer directly through their 24/7 emergency claims number. This number is usually found on your pink card. However, make sure you also contact us as soon as possible so we can follow up on your claim with your insurer.

We know that the settlement of a claim can be stressful for you. That is why we support you and represent you in all stages of negotiations with the insurer. That's the advantage of doing business with us.

Your broker is there to help you!