

Knowing what to expect and having a plan when filing a property or automobile insurance claim can relieve some of the uncertainty. To help you navigate this process, we've created a helpful checklist of the general information that should be reported in the event of a claim. Having this information ready at the time of filing will help save time and assist with the claims process.

If a loss occurs, insureds should contact their insurance Broker to report a claim. In the event that their Broker is unavailable, insureds can call Echelon's 24-hour Emergency Claims Reporting Service. [Click here](#) or visit Echelon's website for more information on our Emergency Claims Reporting Service. Questions related to the progress of a claim can be answered by Echelon's Claims team. With support from Brokers, Echelon's skilled Claims specialists are committed to getting our policyholders back to normal as efficiently as possible.

A comprehensive review of an insured's coverage should be completed annually or with changes to the insured's circumstances to ensure they understand what they are covered for, and that the coverage outlined in their policy continues to meet their evolving needs.

Echelon 24-hour Emergency Claims Reporting Service

If your Broker or agent is unavailable or it's after hours, please call our Emergency Claims Reporting Service:

Ontario, Alberta,
and Atlantic:
1 (866) 252-2854

Quebec:
1 (888) 662-0222

British Columbia:
1 (888) 547-9229

Personal Information

- ✓ Policy holder(s) first and last name
- ✓ Driver's license number(s) of involved driver(s)*
**Automobile claims*
- ✓ Number for all involved parties
- ✓ Policy number

Vehicle or Property Details

Motor vehicle accident

Provide vehicle information for all parties involved, including:

- ✓ Make
- ✓ Model
- ✓ Vehicle year
- ✓ Last 6 digits of the VIN number
- ✓ Plate
- ✓ Names of insurers for all other parties involved

Property damage

Specific details of property involved, including:

- ✓ Address
- ✓ Cause of damage if known
- ✓ Extent of damage

Loss Details

- ✓ Location of loss
- ✓ Date and time of loss
- ✓ Specific description of how the loss occurred

Motor vehicle accident

- ✓ Weather and road conditions
- ✓ Where possible, an incident sketch with street names and direction of travel



Helpful tip: Photographs and dashcam footage showing the location of vehicles, the accident scene, or damages to property are important pieces of information that will assist insurers involved in expediting the claims process.

Vehicle occupants:

Document the following for all individuals involved.

- ✓ First and last name
- ✓ Location in vehicle
- ✓ Indicate if wearing a seatbelt
- ✓ Address and phone number
- ✓ Description of injuries, if applicable

Witnesses:

- ✓ First and last name(s)
- ✓ Address and phone number

Emergency Services: (If applicable)

- ✓ Police services:
 - Officer name
 - Badge number
 - Police report number
 - Details of any charges (e.g., ticket received, type of infraction etc.)
- ✓ Fire department and fire marshal name
- ✓ Hospital name and address
 - Attending physician name
- ✓ Towing company name, phone number, and address of towing destination

Incident Sketch

Show cars

You **Other**

A **1**
2

Please include:

- Position of vehicle at time of collision
- Road sign(s)
- Intersection(s)
- Entrance(s) and/or exit(s)
- Curve(s)
- Uphill / Downhill
- Number of vehicles
- Label each street
- Indicate directions

Visit our **RiskIntel™ Resource Centre** to download or print an Automobile Accident Report form, a comprehensive resources to collect information related to incidents involving occupants, pedestrians, and other motorists.