

Arch Insurance Canada Ltd. (“Arch”) is driven by delivering excellent claims service. We take a proactive approach to claims handling delivering cost efficient, superior results. Our customer-centric approach is built on a foundation of expert technical acumen and timely, effective communication.

Our team of seasoned claims professionals have extensive multi-line claims handling experience and can adeptly manage claims of all sizes and complexities. We deliver specialized claims expertise by product line to deliver the right level of expertise for each claim. Our service approach is designed with the customers’ experience in mind to establish strong, long-term partnerships with our insureds.

Arch Claims Service Principles

Customer-Oriented Approach

We are committed to building trusting, responsive and collaborative relationships with our broker partners and their clients.

- Dedicated claims specialists who are easy to reach and are available to talk to brokers and customers alike.
- Friendly and empathetic with a customer-first approach.
- Mindful of the customer and the need to protect their interests.
- Responsive service from knowledgeable and approachable people committed to meeting customer expectations, even in the most challenging circumstances.
- Positive and proactive communication to address any issues and explore solutions together.

Claims Expertise

Our dedicated, experienced and knowledgeable claims teams are able to view claims from the policyholder’s perspective and resolve issues collaboratively.

- Empowered claims team has local authority to act quickly and decisively and apply a fair, straightforward and professional approach to every claim.
- Multilingual handlers who are legally qualified in various jurisdictions and have a deep understanding of our customers.
- Pragmatic and inclusive approach that is empathetic to our customers’ circumstances.
- Solution-oriented claims adjudication based on deep understanding of unique customer needs.

Responsiveness and Effective Communication

We view speed across every phase of the claim’s lifecycle, from FNOL (First Notice of Loss) to claim settlement, as essential to meeting broker and customer expectations.

- Proactive and continuous communication to share insights and progress updates to manage expectations and maintain trust.
- Speedy and succinct communications that are clear and precise.
- Availability to discuss any queries and provide timely responses.
- Prompt settlement of claims facilitated by swift and efficient decision making and local payment capability.

THE ARCH DIFFERENCE



Specialized
Expertise



Superior Service



Responsiveness



Relationship
Oriented



Collaboration

To learn more, visit us at [archinsurance.com](https://www.archinsurance.com)

Claims Reporting

Please ensure you have the following information available when reporting a new claim:

- Arch Insurance Policy Number.
- Date of loss and/or accident.
- Your insurance information.

Contacts

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