

Gore Mutual partners with EcoClaim to provide quicker, more affordable claims settlements and reduced environmental impact

We're excited to announce that Gore Mutual is the first insurer in Canada to require their restoration contractors to obtain [EcoClaim®](#) certification, which provides unique training in the industry by focusing on repairing, rather than replacing, materials.

By utilizing restoration contractors who are EcoClaim certified, we will achieve quicker claims settlements, more affordable settlements, and reduced environmental impact through recycling opportunities and advanced water remediation methods.

The implementation of the EcoClaim process enables us to offer faster service to customers with claims. By utilizing advanced water mitigation and remediation techniques, we aim to minimize the need for tearing out damaged property, relocating furniture, installing new materials, or painting. This approach is designed to prevent customers from having to move out of their homes, saving valuable time and providing a more efficient restoration process. Not only is it faster, but it's also less expensive to dry, save and repair damaged property than it is to replace it. So, if a customer's policy has a coverage limit, any additional cost to them will be much less.

Restoration contractors who go through the certification program will be trained in the science of how water affects building materials and proper drying techniques, as well as understanding the correct facilities to send recyclables.

Gore Mutual's property claims adjusters will have all gone through the EcoClaim training program, so both desk and field adjusters will be able to assist customers and contractors throughout the water restoration process, ensuring the use of best practices in advanced drying and waste reduction techniques.

As a purpose-driven insurer, it is important for Gore Mutual to do our part in diverting materials from landfills. In fact, it's estimated that because of this collaboration, Gore Mutual will save greater than a million pounds of waste a year.

Our partnership with EcoClaim is a first step in integrating purpose into everything we do, working with like-minded partners across our value chain, while at the same time, ensuring excellent support and service to our policyholders.

You may receive some questions from your customers, so we have prepared some frequently asked questions that should help you respond. If there are additional questions that are not covered, please reach out to your business development representative.

As always, thank you for your continued support.



Paul Jackson,
Chief Operating Officer
Gore Mutual Insurance Company