

Helping customers impacted by the wildfires in British Columbia

We have been closely monitoring the wildfires in BC and our thoughts are with everyone affected by this event. If your customer is affected by the mass evacuation order, or needs to make a claim, please call us at **1-844-974-GORE(4673)**. Whether you call on behalf of your customer, or they contact us directly, our claim adjusters are ready to help.

In the meantime, we are getting ready to deploy our Mobile Response Team to be able to assist as soon as we are allowed on the ground. This includes proactively contacting affected customers to help provide information and guidance on mass evacuation efforts and to discover the damage to their property – our claims team will be contacting our broker partners with affected customers separately on this.

Some important reminders

Broker binding

Risks cannot be bound if they are within 50km of a fire classified as a threat to property or public safety or when an evacuation alert or order has been issued by a civil or government body having jurisdiction (this includes coverage increases and deductible changes for existing risks).

Evacuation/Prohibited Access Coverage

- Customers who are evacuated but have no damage to their property will keep their claims-free discount and claims protector endorsement.

Food Freezer Coverage

- Customers who had their power shut off or were advised to unplug appliances may need to submit a claim for replacing food or for purchasing a new freezer.
- Customers with no additional damage to their property will keep their claims-free discount and claims protector endorsement.

Committed to keeping you informed

We will be communicating with you as this event progresses. We will also be updating our social media platforms, as well as our website regularly – please check back often.

If you have any questions, please contact your business development representative.