

Avoiding delays: Tips for auto and property submissions

To support faster turnaround times, we're sharing a few tips that will help you reduce avoidable delays when submitting auto and property requests.

For Commercial Lines

1. Send all documents to commercial@goremutual.ca

This includes all transactions related to IRCA, Fleet, and Garage auto policies. Using this mailbox ensures your materials reach the right team quickly and will be processed without delay.

Please note: The plus@goremutual.ca mailbox is no longer monitored for Commercial Lines. Documents sent there must be manually re-routed, which increases processing times and may delay service to your clients.

For Personal Lines

1. Upload documents to Guidewire for streamlined processing

Follow the steps outlined in [this job aid](#) to upload documents in Guidewire. This ensures all materials are centralized under the same location and support quicker processing.

2. Create your own activity in Guidewire

For quotes, policies, policy changes and cancellations, please create a Guidewire activity and assign it to "UW Approval – UW Group". This helps route your request to the right team, reduces manual follow-ups, and support a faster and more consistent experience.

Have questions?

Using these tips will help streamline workflows and minimize delays. Your partnership plays an important role in helping us deliver timely service to you and your clients.

If you have any questions, your business development representative is here to help.