

Claim Opening and Closing Notices moving to eDocs

A more streamlined way to receive Claim Notices

As part of Gore Mutual's ongoing efforts to improve broker experience and reduce paper-based processes, Claim Opening and Closing Notices are now available through eDocs. This enhancement is the first step in a broader effort to make it easier to do business with Gore Mutual.

As of September 14, Claim Opening and Closing Notices are available through eDocs, making it easier for brokers to receive claims information.

Claim Opening and Closing Notices were previously delivered to brokers, even if they received other documents through eDocs. These notices are now also available electronically through eDocs.

What you need to know

- If you currently receive documents through eDocs, Claim Notices will automatically be delivered electronically through the same channel. You will no longer receive these notices on paper, and no action is required.
- If you do not currently receive documents through eDocs, Claim Notices will continue to be delivered to you.
- Claim Notices delivered through eDocs will be identified using the following CSIO document codes:
 - CON – Claim Opening Notice
 - CCN – Claim Closing Notice
- Claim Opening and Closing Notices will be suppressed for all subscription policies.

Interested in receiving Claim Notices through eDocs?

If you do not currently receive documents through eDocs and would like to explore electronic delivery options, please contact your Business Development Representative.

This is the first step in Gore Mutual's ongoing expansion of eDocs delivery. By reducing paper-based communications and manual processes, we can work together to support sustainability efforts and ensure faster, more convenient access to important claims information.