

Property claims made easier: a new approach starting November 5

We're pleased to share an exciting process improvement that will make property claims simpler and more efficient for our broker partners.

Starting **November 5**, we will be **decommissioning the Property Queue**—a change designed to enhance communication and accelerate resolutions.

Instead of navigating a queue, brokers will now have **direct access to the handling adjuster** from the start of the claims process. Our **Concierge team** will manage all new property claims and initiate them in Guidewire, ensuring a smoother experience from day one.

Important tips for brokers

To support a seamless transition:

- **Visit PolicyCenter** for updates on payments, coverages, to view any available claims notes, and to identify the handling adjuster.
- **Submit claims via ClaimsReporting@GoreMutual.ca**—they'll be prioritized just like a phone call.

Broker benefits

Improved communication & efficiency:

- **Direct access:** Brokers connect directly with the adjuster managing the file.
- **Context matters:** Adjusters receive full claim context upfront.
- **Fewer delays:** Real-time conversations replace back-and-forth emails.
- **Clear ownership:** Direct contact encourages timely follow-up.

Faster resolution:

- **Proactive problem-solving:** Brokers and adjusters collaborate early to resolve issues and prevent escalation.

This initiative reflects our ongoing commitment to improving the broker experience. Thank you for your continued partnership. If you have any questions, please reach out to your Business Development Representative.