

Claims trends shaping 2026: What brokers should be watching

Claims trends across auto, property, and fraud continue to evolve, with rising verification needs, more complex investigations, and increased identity-related risks.

The trends below show where claims are shifting, but the real takeaway is how to action with your clients going forward: reinforce the importance of full disclosure, strengthen verification conversations, ensure accurate documentation, discuss needed endorsements, and prepare clients for longer repair and restoration timelines.

Auto

- Collision frequency and repair complexity remain elevated as modern vehicles require specialized diagnostics and calibration, and technician shortages are contributing to longer repair timelines.
- The volume of claims involving undisclosed drivers and undisclosed use of vehicles for food delivery or other commercial purposes remains a significant concern and may invalidate a claim. Failure to disclose these material facts, including who regularly operates the vehicle and how it is used, increases exposure and undermines coverage integrity.
- The misrepresentation of residency or garaging location is also being identified more frequently, impacting risk assessment, policy rating, and claim eligibility.
- Identity theft is on the rise, making identity verification—by phone or in person—an essential safeguard.
- Re-vinned vehicles are becoming more common, and clients buying outside legitimate dealerships risk losing OMVIC (Ontario's Vehicle Sales Regulator) protection and impact coverage eligibility.
- Clear disclosure is critical. Auto premiums depend on accurate information about address, vehicle details, drivers, usage, and driving history. Missing or incorrect details can jeopardize coverage when a loss occurs.

Property

- Weather-related losses continue to drive frequency and severity, with water damage leading claim types and restoration capacity tightening during large-scale events.
- Undisclosed vacancy remains a major coverage risk; vacant property endorsements or policies are available, but only when disclosed.
- Home-based businesses, including daycares, salons, or personal care services, also require proper endorsements to avoid gaps.

What this means for brokers

Strong client guidance and clear expectations remain essential—reinforce full disclosure, highlight identity theft risks, ensure accurate documentation, and address needed endorsements early.

Staying proactive and asking the right questions will help clients stay protected as these trends continue through 2026.