

Just as our Canadian Military Personnel is there for us

...The Personal is there for you.

Kenneth Lindhardsen, Senior Vice President
Claims, The Personal

On behalf of The Personal, we'd like to express our deepest concern for those of you who have been affected by the devastation caused by Hurricane Juan. It's our hope that this communication will help guide you through the claims process and assure you of our support.

Rest assured that The Personal is committed to providing you with the best claims service possible. In fact, following the first reports of widespread damage, we immediately dispatched a catastrophe (CAT) team to the Halifax area. Set up in local hotels using high speed internet connections, the team is operational, rotating on a regional basis to various locations i.e. one day in Eastern Passage, then to Bedford, Halifax, Lower Sackville etc. Their primary objective is to see as many customers as possible to provide them with fast and efficient claims service. Our CAT team will continue to work in co-operation with our team of property claims advisors.

With experienced claims professionals and state of the art systems in place, we're prepared to take expert care of you. The CAT team advises they are looking at the most serious cases first to determine if temporary repairs are required to prevent further damage, until such time as the repair can be completed.

They also express concern for the shortage of contractors, even though additional workers from other provinces have been brought in.

The majority of damage reported to The Personal so far has been to siding, roofs, sheds and spoiled food. We recommend contacting us before taking any action, such as throwing out food in the freezer that has gone mushy.

If you have damage to your insured property, you can rest assured that we will do all that we can to look after your needs.

4 Easy Steps to report your claim

1. Have your policy with you (if possible)
2. Contact us at
1 888 277-6481
3. You'll be asked to provide your policy number, address, and contact phone number(s)
4. Be prepared to provide us with as much information as possible about the circumstances of your claim

CANEX

and



thePersonal

working together!